JINMAO 金茂服务

2025 ESG Report

Jinmao Property Services Co., Limited

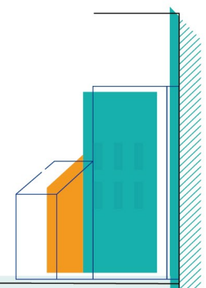


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About the Report

This is the fifth Environmental, Social and Governance (ESG) Report issued by Jinmao Property Services Co., Limited The report complies with the *Environmental, Social and Governance Reporting Code* (Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited) and discloses the Company's actions and achievements in environmental, social and governance topics during 2025.

Reporting coverage and scope

The reporting period spans from 1 January 2025 to 31 December 2025. To enhance comparability and completeness, some content appropriately references prior years. This report covers the Company' s headquarters, affiliated business units, and project units, aligning with the scope of the Company' s financial statements.

Release Cycle

This is an annual report.

Reference Instruction

For clarity and readability, "Jinmao Property Services Co., Limited," in this report is also referred to as"Jinmao Services", "the Company" ,or "We".

Reporting Commitment

We confirm that this report contains no false statements, misleading information, or material omissions. The Company is fully responsible for the authenticity, accuracy, and completeness of its contents.

Data Source

Financial information in this report is derived from Jinmao Services' audited financial statements for 2025. Other data is primarily based on 2025 statistics and official documents, supplemented by forward-looking projections related to business strategies and policies at the time of report preparation.

Reference Criteria

This report aligns with the *Environmental, Social and Governance Reporting Code* issued by The Stock Exchange of Hong Kong Limited, the *National Standard Guidelines for Social Responsibility Reporting*(GB/T 36001-2015), and *IFRS S2 Climate-related Disclosures*. It adheres to the reporting principles of "materiality", "quantitative", "balance", and "consistency".

Report Access

The report is available in both traditional Chinese and English. An electronic version can be accessed on the Company' s official website.

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Jinmao Property Services Co., Limited

A Message from the Company

2025 marks the final year of the 14th Five-Year Plan period and a pivotal milestone for Jinmao Services as we further advance our "1245" strategic framework. Anchored in our philosophy of "Think Far, Grow Further" and guided by our core IPs of Quality, Intelligence, and Co-development, we stay true to our founding mission amid industry transformation and continuously elevate corporate value through innovation.

Craftsmanship in Building, Excellence in Service.

We deeply believe that quality is the cornerstone of trust. The comprehensive upgrade of our "Jin Yu Man Tang" service system has turned "service aesthetics" from an abstract concept into a tangible daily experience. From the Five-Senses Aesthetics Demonstration Zone at Shanghai Zhonghuan Jinmao Palace to the successful signing of the super-high-rise complex project at the Zhangjiang Science Gate East Tower, we continue to deliver warm, personalized experiences to our clients with refined insights and elevated professional standards, ensuring every space we manage embodies our vision for a better quality of life.

Green Development for Collaborative Symbiosis.

Green development underpins high-quality growth. We embed low-carbon principles across our entire operational value chain, actively promoting energy-saving retrofits and the application of renewable energy to protect the ecological balance of communities and cities. During the year, we implemented 110 energy-saving renovation projects, reducing carbon emissions by more than 4,100 tonnes. Our environmental practices at projects including Wuxi Lihu Jinmao Palace and Chengdu Jinjiang Jinmao Palace, together with provincial-level certifications as Landscaping and Ecological Communities of Sichuan, stand as tangible examples of our commitment to the national dual carbon goals.

People-Centered Growth for a Harmonious Society.

The vitality of a firm lies in its people. We are fully committed to protecting the safety, health, and well-being of every employee, while building diversified career development platforms that enable our team to grow in alignment with the company. Through initiatives such as the Four Seasons of Care program and the Voice of Stewards mechanism, we strengthen employee engagement and embed human-centric warmth into every aspect of our services.

Integrity-Driven Governance, Compliance for Shared Success.

We build partnerships with sincerity, integrating ESG standards throughout supply chain management. We uphold governance principles with conviction, maintaining transparent and compliant operations across the organization. Our Wind ESG rating has been upgraded to AA — the highest level in the industry — reflecting market recognition of our transparent governance and reinforcing our commitment to long-term sustainable development.

Forging Ahead with Perseverance to Seek Sustainability.

Looking ahead to 2026, Jinmao Services will continue to walk hand-in-hand with stakeholders from all sectors. Remaining true to our mission and driven by perseverance, we will strive relentlessly to fulfill our vision of Future Residence and City Dreams.

About Jinmao Services

Jinmao Property Services Co., Limited ("Jinmao Services" for short) was listed on the Main Board of the Stock Exchange of Hong Kong Limited(Stock Code: 00816.HK)in March 2022, back on China Jinmao Holdings Group Limited ("China Jinmao" for short), the city operation platform of Sinochem Holdings Corporation Ltd. ("Sinochem" for short), a Fortune Global 500 company, is a rapidly growing premium quality property management and urban operation service provider in China and manages a diverse portfolio.

Business Network

As a manager and operator of spatial asset value, Jinmao Services develops and manages a product system throughout the life cycle of property assets, from approval and planning to operational management. Through business cycle analysis, business model labeling, and business positioning, we have structured this system into five product lines to provide basic, value-added, and smart services. By delivering a consistent, reliable, and high-quality experience, we ensure the enduring value of our clients' assets.

By the end of 2025

We have expanded our presence to 66 cities nationwide, and managed 636 projects.

We generated annual revenue of RMB 3.6678 billion yuan, a year-over-year increase of 18.5%.

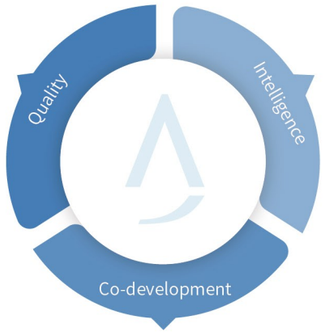
Corporate Culture

Vision	Realizing future human habitats and city dreams
Mission	Adhering to long-term doctrine and promoting long-term value growth
Values	Honest Cooperation, Customer Orientation, Entrepreneurship and Innovation, Pursuit of Excellence

Core IPs

Building three core IPs of Quality, Intelligence, and Co-development by prioritizing customer needs, actively fulfilling social responsibilities, enhancing people' s well-being, and co-developing with communities, cities, the environment, and society

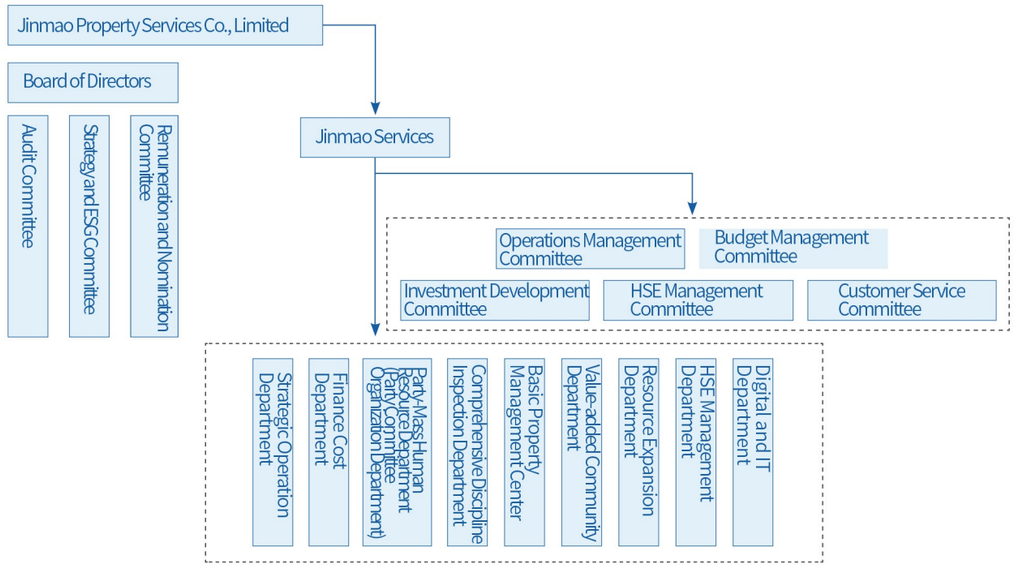
- Building excellentcustom-er-oriented scenariodesign and stable service capabilities
- Providing asset stewardship services and quality life solutions that exceed customers' expectations



- Facilitating the digital transforma-tion and promoting technolo-gy-driven service upgrade
- Continuously improving the efficiency of management services and the digital experience of users with IoT-enabled facilities and mobile Internet-based services

- Co-development with the environment: introducing the low-carbon, eco-friendly and green concept of sustainable development
- Co-development with the community: strengthening the community ecosystem to build a model of community governance in the new era
- Co-development with the city: building up the dimensions to expand urban properties to make cities better
- Co-development with society: assuming social responsibility to improve people's well-being with services

Organizational Structure



Jinmao Services organizational structure

Board Statement

In the face of a restructuring economic landscape and urgent demands forproper-ty industry transformation, ESG (Environmental, Social, and Governance) has evolved from a concept to a reality, becoming a core benchmark for measuring corporate value and resilience. Jinmao Services fully recognizes that, in the journey toward driving green transformation, fostering community co-development, and shaping a sustainable future, companies bear an inescapable responsibility. We have deeply embedded ESG into every stage of our operations, from project planning to service delivery and are committed to creating value that stands the test of time for all our partners.

The Board of Directors of Jinmao Services regards Environmental, Social, and Governance (ESG) as a key element of sustainable development. As the highest decision-mak-ing body for ESG management, the Board comprehensively coordinates and oversees sustainable development and ESG affairs and it supervises the efficient operation and iteration of the ESG system with rigorous standards to ensure that responsi-bilities are fully implemented.

The Board of Directors of Jinmao Services has established clear ESG management policies and strategies covering all aspects of environmental, social, and governance. It is committed to fully integrating the concept of sustainable development into corporate strategic planning and operatio nal decisions, aiming to systematical-ly enhance ESG performance and promote shared value creation and long-term prosperity for all stakeholders. The Board continuously monitors progress toward the Company' s ESG goals, dynamically optimizes strategies and supporting action plans, and ensures that ESG development direction resonates with business strategy.

Highlights 2025

Honors

Month	Honors	Issued by
April	Leading Chinese Property Management Companies in ESG Sustainability in 2025 Top 100 Companies in Terms of Property Service Capacity in 2025 Top 20 High-End Property Service Enterprises in China in 2025 2025 Service Excellence Benchmark for Office Buildings—Shanghai Sandhill Central	CRIC China, CPMRI IT Co., Ltd
	2025 Chinese State-owned Property Service Companies - Office Property 2025 Outstanding Specialized Property Service Enterprise in China - Commercial Property Management 2025 China High-end Property Service Leading Company 2025 Top 100 Integrated Property Service Enterprises in China	Beijing China Index Academy
5月	2025 Top 100 Integrated Property Service Enterprises in China Top 20 Listed Property Companies in China's Property Management Industry in 2025 2025 Top 100 State-owned Property Enterprises in China 2025 Top 100 Chinese Property Enterprises With Brand Influence 2025 Top 20 Companies in Industrial Park Property Service Top 10 High-end Residential Property Service Enterprises in China in 2025	CPM Think Tank
	Ranked 12th Chinese Overall Strength Property Enterprise in 2025 2025 Benchmark Model Enterprise for Office Property Services in China	EH Consulting
6月	2025 Leading Companies of China in High-End Property Service 2025 Leading Companies of China in Low-Carbon Operation 2025 Top 100 Integrated State-owned Property Service Enterprises in China 2025 Top 500 Integrated State-owned Property Service Enterprises in China	CRIC China, CPMRI IT Co., Ltd
12月	2025 Top 20 Chinese Property Companies in Terms of Property Service Capacity 2025 Leading Property Company in Beijing for Residential Asset Value Preservation 2025 Leading Property Company in Nanjing for Residential Asset Value Preservation	EH Consulting
	2025 GoldenBee Award for Excellence in Customer Responsibility Disclosure within Corporate Sustainability Reports	GoldenBee Think Tank

Milestones

February

The Company fully upgraded its "Jin Yu Man Tang" service product line.



March

The Company launched a series of activities under the "Jinmao Services Health Management Year" initiative.



April

The ESG report was released, and the Company's WIND ESG rating jumped to AA—the highest in the industry.



June

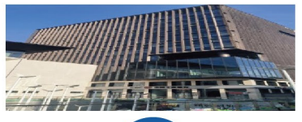
The Company secured the Syngenta Life Sciences Park IFM project and restructured energy O&M business.

July

The Company secured a property management contract for a semiconductor manufacturing facility, with the service scope covering office areas, high-standard cleanrooms, and employee dormitories.

August

The Company secured a contract with the Xiongan Branch of the Industrial and Commercial Bank of China (ICBC), marking a significant breakthrough in the financial office services market of this national-level new area.



September

The Company entered into a strategic partnership with Xi' an Wanhui Real Estate.



October

The Company secured a contract for property management services project at the super-high-rise complex East Tower of the Shanghai Zhangjiang Science Gate.



November

The Company secured contracts for the property management services of the Beijing headquarters of Glodon, as well as high-end residential projects such as Longfor Chunjiangpian in Hangzhou, Yuejian Weilai Yating in Hangzhou, and Royal River Villa in Beijing.

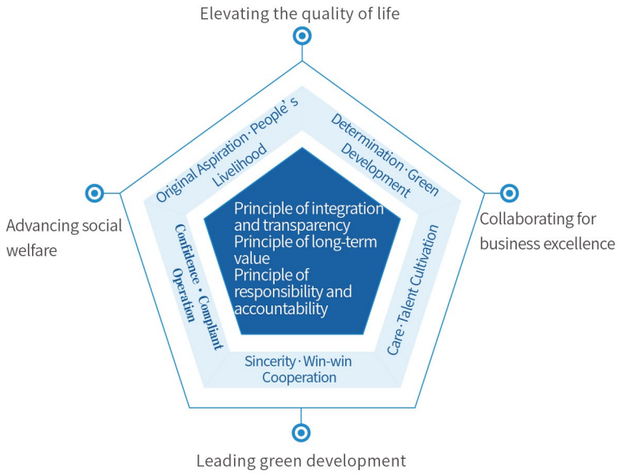


December

The Company launched a parking management system; the focus of the membership program shifted from building the foundation from scratch to scenario-based enhancement and value creation, while continuously enriching the membership points ecosystem and customer experience.

Sustainability Guideline

Jinmao Services fully recognizes the core value of ESG to long-term development, treating it as a key driver of sustainable growth and integrating it into the strategic framework. Guided by our ESG vision of "Advancing with the Industry, Evolving with the Times, and Flourishing with Beautiful Cities," we adhere to three principles, are guided by four values, and follow a five-practice philosophy as our action plan to systematically advance the coordinated improvement of our sustainability governance. We are committed to creating value at every stage, pursuing excellence, ensuring steady and sustainable development, and sharing prosperity with society.



Sustainability Guildeline of Jinmao Services

Vision | Advancing with the industry | Evolving with the times | Flourishing with beautiful cities

Three principles | Principle of integration and transparency | Principle of long-term value | Principle of responsibility and accountability

Four values | Elevating the quality of life | Collaborating for business excellence | Leading green development | Advancing social welfare

Practice philosophy | Original Aspiration · People's Livelihood; Determination · Green Development; Care · Talent Cultivation; Sincerity · Win-win Cooperation; Confidence · Compliant Operation

Original Aspiration · People's Livelihood

Upholding our original aspiration for people's livelihood, we build smart communities, expand city properties, and deeply engage in community development based on high-quality service and management. By enhancing residents' quality of life, we drive urban prosperity and the upgrades of humanities and arts.

Priority areas:
- Managing service quality
- Creating smart communities
- Diversifying city properties
- Engaging in community development

Determination · Green Development

With a firm commitment to green development, we integrate green ethos throughout our business operations to comprehensively mitigate our environmental and climate impacts. Aiming to safeguard ecological balance, we are determined to embark on a new journey toward environmental protection.

Priority areas:
- Addressing climate change
- Biodiversity conservation
- Water resource management
- Waste disposal

Care · Talent Cultivation

We care for talent growth by safeguarding our employees' rights, interests, physical health, and psychological health. With a dedicated platform for talent growth, employees are encouraged to pursue their career aspirations.

Priority areas:
- Protection of employee rights
- Employee care
- Employee training and development

Sincerity · Win-win Cooperation

With sincerity, we engage with our partners to enhance customer experience. To ensure customers' health and safety, we champion responsible sourcing, and actively drive the industry forward to shared prosperity.

Priority areas:
- Customer satisfaction
- Customer health and safety
- Responsible sourcing
- Industry development promotion

Confidence · Compliant Operation

With confidence, we uphold the bottom line of compliant operation and business ethics. Through continuous innovation in management strategies, we ensure long-term, stable operations and sustainable growth.

Priority areas:
- Legal and compliant operation
- Anti-commercial bribery and anti-corruption
- Risk management and internal control
- IPR protection

5 practice philosophy



Sustainability Management

Guided by the principle of "Think Far, Grow Further," Jinmao Services embeds ESG principles into the very fabric of its development, viewing them as key to creating long-term shared value. With our ESG governance structure as the cornerstone, materiality analysis as our guide, sustainability policies as our foundation, and stakeholder engagement as our bridge, we continuously optimize our sustainability governance practices. By working hand in hand with all stakeholders, we lead the Company toward the realization of long-term value.

ESG Governance Structure

Jinmao Services has established a three-tiered, integrated ESG governance structure comprising "Decision-Making, Management, and Execution." The Board of Directors serves as the highest decision-making body, overseeing ESG affairs, defining strategic vision and goals, reviewing governance strategies, through authorized committees, and supervising the entire process. The Strategy and ESG Committee acts as the coordinating body, formulating and reviewing ESG strategies and policies, identifying risks and opportunities, monitoring progress, and managing stakeholder communication. The ESG Working Group serves as the executing body, comprising all headquarters departments and business units, and it implements policies, prepares and submits ESG reports, advances goals implementation, and integrates those goals into operations.

Board of Directors	Coordinate sustainability and ESG matters; decide on the ESG management strategy, vision and goals: deliberate on the ESC governance structure, and management strategies: establish ESG risk management and internal control systems, and improve ESG management.
Strategy and ESG Committee	Set and regularly review ESG vision, goals, strategies and policies; confirm the identified and reviewed ESG-related risks, opportunities and other key ESG management issues:monitor ESG management risks, material issues and target progress and the communication with stakeholders .
ESG Working Group	Implement ESG management policies and measures; prepare ESG reports; report the ESG progress to the management on a regular basis; the the actuator including functional departments of the headquarters and subsidiaries are responsible for promoting ESG planning and goal execution and implementing ESG management requirements.

To strengthen accountability, the Company directly links executives' compensation to the achievement of key ESG performance indicators and organizes executives to sign the Health, Safety, and Environmental Responsibility Agreement to further clarify management responsibilities. The HSE Committee conducts dynamic evaluations of the key indicators and work progress specified in the agreement, and results are directly incorporated into the annual performance reviews of executives to ensure that ESG responsibilities are effectively fulfilled.

Materiality Analysis

To accurately identify stakeholder expectations and needs, and to pinpoint key areas for ESG practices and disclosure, based on the results of its 2024 materiality assessment, Jinmao Services considers industry trends, regulatory guidelines, and capital market concerns. Through multiple rounds of internal discussions, we further understand stakeholder expectations and needs. Following a process of identification, evaluation, analysis, and review, we ultimately developed the Company's materiality matrix for 2025.

Identification

According to industry characteristics, our business model, regional regulatory requirements, and ESG rating standards, we compile an ESG issue database .

Evaluation

Through a questionnaire survey, we engage stakeholders in detailed evaluation of each issue to gain precise insights into the core concerns of all parties.

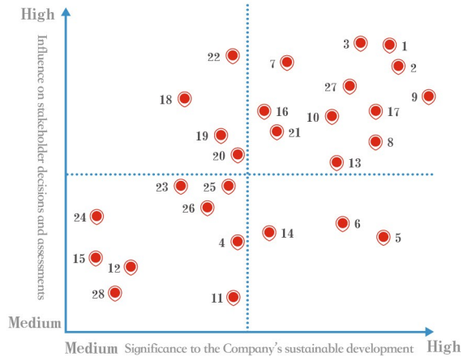
Analysis

Based on our internal and external situations, we evaluate materiality from significance to the Company' s sustainable development and influence on stakeholder decisions and assessments.

Review

Upon review of materiality analysis results, we finalize 28 material issues for disclosure in this year' s report and outline an action plan to improve ESG performance.

Process Developing Materiality Matrix



1 Service quality management
2 Customer satisfaction
3 Customer health and safety
4 Enterprise digital transformation
5 IPR protection
6 Building a smart community
7 Energy management
8 Waste disposal
9 Addressing climate change
10 Water resource management
11 Biodiversity conservation
12 Green office
13 Engaging in community development
14 Community-based volunteering service
15 Carrying out community activities
16 Diversifying city properties
17 Compliant operations
18 Anti-commercial bribery and anticorruption
19 Risk management and internal control
20 Protection of employee rights
21 Staff occupational health and safety
22 Employee training and development
23 Employee care
24 Employee satisfaction
25 Responsible procurement
26 Open and transparent procurement principles
27 Responding to national strategies
28 Supporting rural vitalization

Sustainability Policy

Jinmao Services places great emphasis on ESG risk management. Under the guidance and oversight of the Board of Directors, the Company has fully integrated ESG risk management into its risk governance system to ensure effective alignment with overall corporate governance. The Company actively benchmarks against industry best practices and identifies and manages risks in accordance with leading international ESG standards. Currently, the primary ESG risks identified by Jinmao Services include climate change and environmental management risks, employee rights and community service risks, as well as business ethics and compliance risks. The Company will continue to strengthen the systematic management of these risks, continuously improve ESG governance and performance, and promote sustainable development.

Code of Business Conduct of Jinmao Services
Employee Rights and Development Policy of Jinmao Services
Climate and Environmental Protection Policy of Jinmao Services
Responsible Marketing Policy of Jinmao Services
Sustainable Sourcing Policy of Jinmao Services
Health, Safety and Management Policy of Jinmao Services
Biodiversity Conservation Policy of Jinmao Services
Community Management Policy of Jinmao Services

Stakeholder Communication

Jinmao Services develops regular communication mechanism with stakeholders. Through annual ESG reports, official website, and other means, the Company promptly discloses performance information, builds multi-tiered communication channels, actively responds to stakeholders' requests and expectations, and continuously improves ESG governance and performance.

Stakeholders	Expectations and requirements	Communication and response
Government/Regulators	Operation in compliance with laws and regulationsPaying tax in accordance with laws Complying with national policies	Strengthening compliance management Paying taxes on time and in full with the laws Implementing relevant national policies
Shareholders/investors	Stable value creation Improving organizational structure Disclosing information	Continuously improving profitability Improving corporate governance institutions Daily information disclosure
Customers/owners	Quality property services Customer safety Privacy protection Intelligent services	Improving the service system and innovating service methods Protecting customer and product safety Protecting consumers' rights and privacy Adopting technological innovation methods to improve services
Employees	Respecting and protecting basic rights Career development and training Working environment Employee care	Signing contracts and competitive salary system Improving career development path and providing diversified trainingSafeguarding occupational healthCarrying out various cultural and sports activities
Suppliers and partners	Honoring commitments Win-win cooperation	Improving supplier managementContracts fulfillment in accordance with the law
Social organizations	Complying with industry standards	Participating in industry exchanges Implementing industry policies
Communities	Protecting the local environment Supporting community development Supporting charity	Carrying out energy saving and emission reduction Protecting the ecological environment Providing employment opportunities Carrying out charitable activities
News media	Information transparency and openness	Maintaining good communication

Original Aspiration · People' Livelihood

01



Adhering to long-term doctrine, Jinmao Services promotes long-term value growth through a full-cycle system of products and services. Focusing on customer needs, we continually deepen and broaden our services, ensuring the steady increase of long-term value for clients, businesses, and cities we serve.

Response to SDGs:

Responce to HKEX ESG metrics:

B8.1/B8.2

Key performance highlights in this chapter:

In 2025, the Company organized **2,990** community events, engaging **384,600** households.

Building: Quality Human Habitats

Upgrading service plan

Jinmao Services operates under a long-term philosophy. We continuously improve the sophistication and quality of our services to offer customers enhanced and adaptable service experiences.

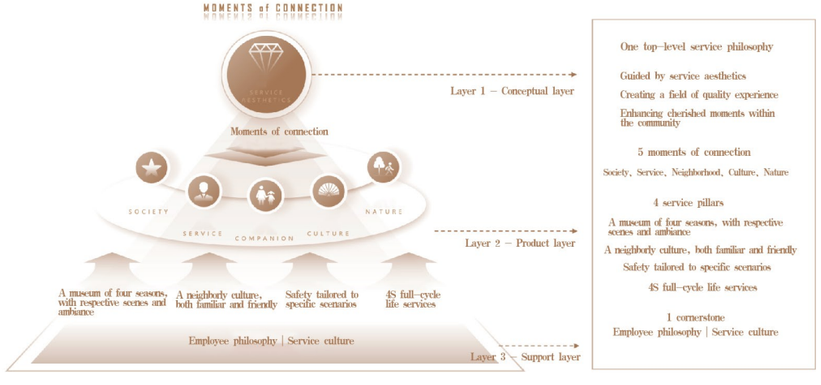
Jinmao Services proactively embraces industry changes and forges a distinctive IP of Quality, Intelligence, and Co-development. Committed to sustained innovation, beyond basic services, we expand our property services to incorporate consumers' sense of being respected and served into our service objectives, creating a suite of specialized, customized service solutions. The Company continuously upgrades its residential MOCO Service System and commercial GOLDEN Service System, while launching "Jin Yu Man Tang" service value system and an urban property service model covering basic services, operation, and governance.

The Company's service strategy is anchored in quality service delivery, responsive handling of customer requests, sustainable operation, and brand influence. Through standardized implementation and innovative upgrades, Jinmao Services synchronizes improvements in customer satisfaction and brand reputation.

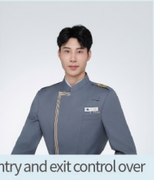
MOCO service system 2.0

Jinmao Services optimizes the MOCO Service System by systematically establishing the six s channels under its VOC framework. This multi-dimensional mechanism includes incident reporting and complaints, customer interviews, and a direct communication platform staffed by Customer Experience Officers covering all projects nationwide, enabling the Company to gain insights into user demands and capture authentic customer feedback from all perspectives. In tandem, the Company fully leverages the collaborative co-creation mechanism embedded within the service system. Integrating perspectives from customers, business operations and management teams, Jinmao Services hosts closed-door 48-Hour Service Design Workshops to deconstruct the full customer journey and refine high-value service highlights. To guarantee the scientific and feasible implementation of service designs, the Company further conducts cost breakdowns, simulated project financial calculations and minimum viable product (MVP) validation, ensuring that service innovations are both implementable and sustainable. Ultimately, the Company realizes stable service delivery and establishes unified service standards, forming a virtuous closed-loop of evaluation, iteration and consolidation.

Driven by the MOCO Service System 2.0, an upgraded iteration of premium community-focused bespoke services for residential homeowners, the Company pioneers the innovative concept of "Service Aesthetics" in property and officially launches the "Jin Yu Man Tang" service value system. Beyond basic services, we expand our property services to incorporate consumers' sense of being respected and served into our service objectives, creating a suite of specialized, customized service solutions. Backed by the triangular empowerment model of "Client Connection, Needs Interpretation, and Service Design", the system firmly returns to the human-centric essence of property services: gaining a profound understanding of client demands, accurately translating such demands into service protocols, and transforming innovative designs into tangible experiences through refined implementation. This not only lays a solid foundation for elevating overall service value, but also provides the core impetus for "Jin Yu Man Tang" service aesthetics system.



In 2025, following expansion into premium residential properties including Dongsan Jinmao Palace, Beijing Jinmao Palace, Yongding Jinmao Palace, and Tianjin Tibei Jinmao Palace, Jinmao Services integrated local contextual resources and rolled out tailored, full-cycle property services. These included security management, environmental maintenance, public facility upkeep and personalized customer service, all adapted to local conditions to create a worry-free, secure and comfortable living experience for homeowners, and build premium quality harmonious residential communities.

Considerate steward services	Clean community and comfortable environment	Fine landscape maintenance	Safety and security	Professional and efficient engineering O&M
				
Customer archives management Exclusive grid-based customer services Handling of customer reports and complaints Customer relations management	24-hour non-stop cleaning Waste sorting and disposal Disinfection management Initial cleaning for new properties	Garden-style landscape Seasonal atmosphere Holiday atmosphere Professional landscape maintenance Hazardous substance preventionand pest management	Entry and exit control over personnel and materials 24-hour patrol Traffic dispersion during peak times Real-time monitoring of fire and security conditions	Management of equipment rooms Water supply and drainage equipment O&M Inspection and maintenance of elevators Inspection and maintenance of fitness and recreational equipment and facilities In-home maintenance services 15-30 minute response to maintenance work orders

Refreshed and upgraded Jin Yu Man Tang service system

In response to an ever-changing market and customer needs, Jinmao Services comprehensively refreshes and upgrades "Jin Yu Man Tang" service offerings. Through on-site quality improvements, enhanced material quality at customer touchpoints, smart upgrades to operational tools, and targeted service design for key living scenarios, "Jin Yu Man Tang" has rolled out more than 300 service enhancement initiatives and 32 signature services. The Company is dedicated to creating "warm, tangible, and aesthetically pleasing" daily living environments, embedding high-quality service standards into daily routines and evolving specialized services into an integral part of residents' daily lives.

In 2025, the upgraded "Jin Yu Man Tang" service system achieved an average customer satisfaction score of 93, hosted over 35 industry benchmarking site visits, and was officially selected as an exemplary service innovation case within the property management industry.

Jin Yu Man Tang, Myriad Flavors of Life

Jin Fu Jiu Li (The Nine Supreme Privileges)	Pu Yi Wu Mei (the Five Simple Beauties)	Xun Man Si Shi (the Four Changing Seasons)	Zhi Tang San Se (Three Lively Colors)
Jin: Symbolizes scarcity, exclusivity, and uniqueness Li: Symbolizes respect and distinguished treatment Jiu: In Chinese tradition, nine is a number of honor; furthermore, all things return to one, symbolizing a complete and fulfilling life Vision for the Ideal Life A Life of Preciousness Brand Slogan The Summit of Timeless Elegance Enjoy the Highest Privileges of Life	Pu: Symbolizes simplicity, authenticity, and nature Mei: Emphasizes art, aesthetics, and tranquility Wu: Represents the five elements of eastern philosophy—Metal, Wood, Water, Fire, and Earth, embodying the most unadorned worldview of Chinese culture Vision of the Ideal Life A Life of Elegant Charm Brand Slogan Conduct with Dignity Guard the Freedom and Harmony Within	Xun: Symbolizes exploration, openness, and possibility Si: The four seasons may refer to time, fashion, the passage of time, or seasonal changes, embodying the richness of the seasons and the vitality of growth Vision of the Ideal Life A Life of Joy Brand Slogan Adapting to the Times Making Joy a Part of Everyday Life	Zhi is sourced from the poem Silk-Washing Stream by Su Shi: "The true flavor of life lies in simple pleasures." Se evokes the vibrant hues of everyday life—the liveliness and vitality of daily existence. San symbolizes the three origins of all things and the trinity, representing harmony and stability, as well as the three primary colors of fireworks. Vision of the Ideal Life A Life of Vibrancy Brand Slogan Savor Simple Joys Enjoy the Vibrant Hues of Everyday Life with Families

Tianjin Tibei Jinmao Palace fully implements the “Nine Supreme Privileges” service system

Case Study

As the first residential project under China Jinmao’ s upgraded “Fu Series 3.0” product line, Jinmao Services adopts a proactive, in-depth deployment model to fully roll out the premium “Nine Supreme Privileges” service system across Tianjin Tibei Jinmao Palace. Rooted in the core philosophy of “service aesthetics”, this service framework delivers a full-lifecycle high-end living experience to residents via six tailored service dimensions.

In spatial experience design, the hotel-style residential lobby creates a distinguished sense of homecoming ritual for residents, while the Black Pearl Club functions as a premium community interaction hub, integrating MAO Café, water bar, a fitness center equipped with a swimming pool, and a children’ s play zone. For intelligent digital services, the project relies on an all-in-one mini-program, enabling one-stop access to convenient functions such as reservations and ordering with seamless fingertip operation.

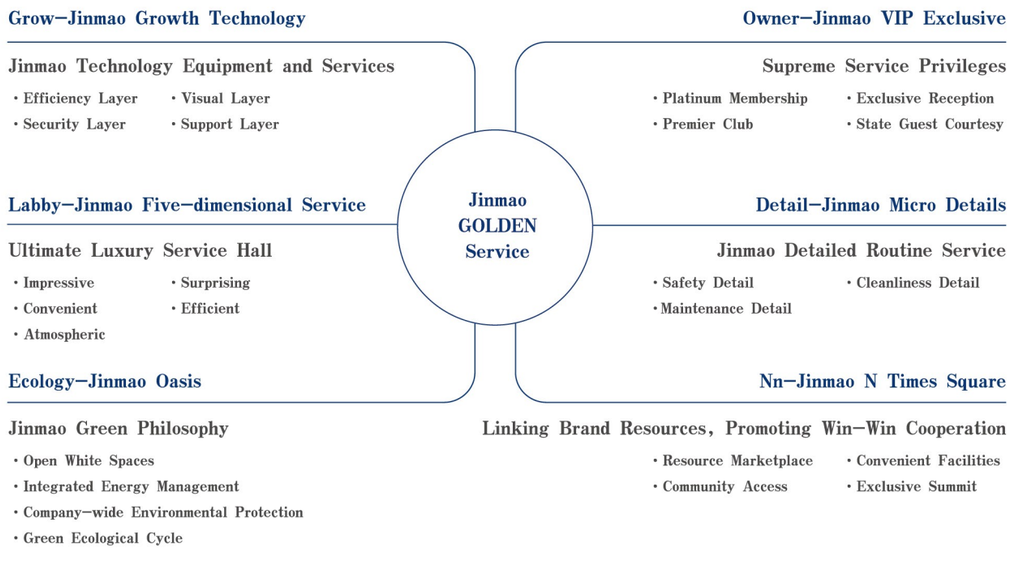
Meanwhile, the project embeds sustained attentive care into every detail of daily life, offering value-added services including intelligent service robot support and household moving assistance, ensuring thoughtful warmth runs through every moment of resident living.

Across service procedures and details, the project upholds a consistent people- and privacy-centric service philosophy from property delivery and household moving to daily residential living. During the property delivery phase, an exclusive one-stop concierge service is provided; for distinguished visitor reception, the project deploys intelligent guest identification and guidance services, with dedicated pedestrian segmented flow planning within the community to fully safeguard residential privacy.

The systematic implementation of the “Nine Supreme Privileges” service system at Tianjin Tibei Jinmao Palace signifies a transformation of Jinmao Services from an asset manager to a lifestyle curator and value co-creator.

GOLDEN service

The Company has gained in-depth insights into the characteristics and core demands of commercial property clients, with a focused response to their dual requirements for asset value preservation and premium branded property services. The Company has pioneered the development of the GOLDEN Commercial Property Service System, empowering the commercial property ecosystem with high-standard, professional services. By leveraging platforms including the Five-Dimensional Service Hall and the N-Power Magnet Matrix, the company elevates customer experience and strengthens service perception among stakeholders. Furthermore, with customer satisfaction as a core performance objective, Jinmao Services delivers attentive, high-quality property management services to commercial property landlords and tenants. Working in close partnership with all stakeholders, the Company jointly cultivates a harmonious, comfortable and efficient built environment, realizing the mutual enhancement of service value and customer experience.



Property management project for the super-high-rise complex East Tower of the Shanghai Zhangjiang Science Gate

Case Study

In 2025, Jinmao Services successfully secured the property management contract for the super-high-rise complex East Tower of the Shanghai Zhangjiang Science Gate. Standing at a height of 320 meters with a total gross floor area of approximately 304,600 square meters, the mixed-use complex integrates office, hotel, retail and cultural commercial spaces. As a core strategic platform for Shanghai’ s development into a global science and technology innovation hub, Zhangjiang Science Gate is renowned as the "Gateway to Science and Technology on the Golden Development Belt", carrying exceptional social influence and high-end brand value. This contract win further consolidates Jinmao Services’ professional expertise and market competitiveness in the integrated property management of super high-rise landmark buildings.



Property management project for the super-high-rise complex East Tower of the Shanghai Zhangjiang Science Gate

Commercial and corporate services

Jinmao Services’ commercial and corporate services encompass preliminary, basic, value-added, specialized, and consulting services. We support business growth through full-cycle, personalized, and one-stop services, providing in-depth support tailored to the needs of companies at every stage of their development.

Property management project for Glodon Headquarters of Beijing

Case Study

In 2025, Jinmao Services successfully secured the property management contract for the Beijing Headquarters of Glodon. As a Chinese digital construction platform provider, Glodon maintains stringent standards for the intelligence and precision of headquarters property management services. Jinmao Services will deliver integrated one-stop solutions encompassing facility management, environmental sanitation, security operations and customer support services to guarantee premium quality stable campus operations. This partnership fully validates Jinmao Services’ professional service capabilities in serving high-end corporate headquarters and high-tech industrial parks. It will also further expand the Company’ s business presence in key regional markets such as Beijing, and continuously strengthen its market competitiveness in the high-quality commercial and corporate property services segment.

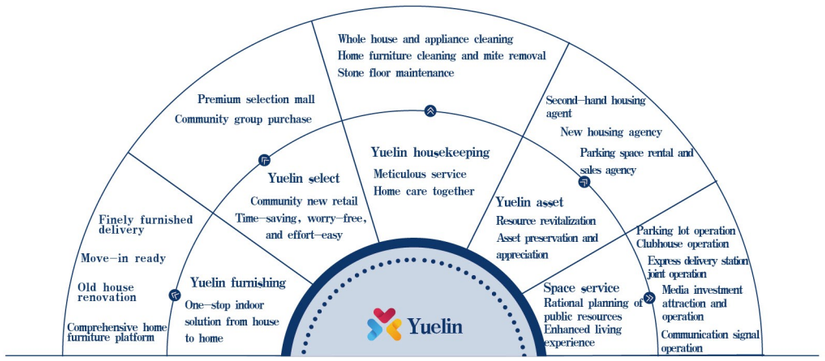


Glodon Headquarters of Beijing

Optimizing value-added services

Yuelin full-life cycle value-added services

Centered on living spaces, Jinmao Services fully leverages community resources to continuously unlock value around the core dimensions of people, homes and spaces. Through independent operation and cross-platform resource integration, the Company provides diversified value-added services, and has elaborately developed the "Yuelin" full-lifecycle service system, seamlessly integrating attentive, personalized services into residents' daily lives. By integrating resources based on residents' daily living needs, the Company extends its services from physical space management to experiential value delivery, and from basic functional coverage to emotional resonance, realizing the deep integration of the "Yuelin" brand into residents' everyday life.



IFM value-added services

Jinmao Services' IFM value-added services target companies' end-to-end back-office management demands, covering four core modules: workplace space management, corporate back-office support, industry-specific solutions and tailored customized services. Through services including indoor air quality management, workplace sanitation, event planning, conference and reception services, and centralized procurement support, the Company precisely matches the operational needs of diverse industries. We design customized comprehensive property management solutions for corporate clients, delivering full-process operational support that helps companies optimize non-core business workflows and concentrate resources on core business development.

In 2025, the Company upgraded IFM value-added service solutions across four core dimensions: delivering full-lifecycle workplace operation services covering space planning, design and daily maintenance to build convenient, efficient corporate office environments; providing administrative empowerment services that fully address companies' non-core business support needs; offering industry-specific customized services based on extensive sector experience to fit the unique operation scenarios and compliance standards of different industries; and launching innovative value-added customized services underpinned by the "Rizhen" full-lifecycle product system to develop tailor-made solutions, driving service evolution toward greater flexibility and alignment with companies' long-term development needs.

Comprehensive Solution for IFM Services

Solid Business Foundations
Comprehensive Workplace Operations Services
Facilities Management | Green Energy Management | Environmental Cleaning | Safety Management | Front Desk Reception | Space Operations | Interior Design & Renovation | Air Quality Management | Plant Rental…

Precise Wings of Prosperity
Corporate Administrative Empowerment Services
Event Planning | Conference Services | Centralized Procurement | Employee Health Checkups | Team-Building Planning | Group Catering

Specialized Industry Standards
Deeply Customized Industry Services
Financial Industry Standards | Chemical Industry Standards | Technology Industry Standards…

Enterprising Key to Customization
Value-Driven Customization Services
VIP Concierge Services | HSE Peace-of-Mind Services | Comprehensive Refresh ServicesEngineering Value-Added Services…

Case Study

Pioneering high-end integrated services for biotechnology parks

In June 2025, Jinmao Services successfully secured the IFM service contract for the Syngenta Life Sciences Park, marking its entry into the integrated service segment of biotechnology and R&D facilities through a diversified cooperation model. For the park's over 34,000 square meters of space, the Company provides full-lifecycle facility management covering both hardware operation and software support, including laboratory environmental management, professional HSE management, and all-encompassing logistical support. Through professional, standardized operational services, the Company ensures the stability and efficiency of the park's R&D environment, while laying a strategic foothold for Jinmao Services in the high-standard R&D and laboratory facility manage-



Syngenta Life Sciences Park IFM Project

Improving Urban Ecology

Jinmao Services continues to deepen insights into the essence of urban space services, steadily consolidating the foundational capabilities for urban operations and expanding the boundaries of service value. The Company is committed to building a new, resilient urban service ecosystem with solid operational support and sustainable growth potential.

Consolidating urban infrastructure services

We remain focused on premium quality basic property management and municipal public services as our core business. By deeply integrating standardized operation processes and intelligent management systems, we deliver safe, tidy and orderly basic services for diverse urban spaces. In 2025, we further enhanced our professional expertise in full-lifecycle facility management, integrated environmental sanitation, public order maintenance, and municipal facility operation and maintenance. We boosted the resilience of basic public services, and create a safe, comfortable living and working environment for urban residents through reliable and robust operation support.

Case Study

Strengthening high quality residential services in core cities

In 2025, Jinmao Services successfully secured property management contracts for multiple landmark high quality residential projects in Hangzhou, Beijing and other core cities, further consolidating service presence in key urban areas. Leveraging mature residential service system, the Company provides homeowners with full-lifecycle premium quality management services focusing on safety assurance, environmental improvement, facility maintenance and community culture development, dedicated to creating a secure, cozy and warm living atmosphere. The Company will continue to safeguard residents' quality of life through meticulous, people-centric services, while strengthening long-term value creation capacity in the high-end residential service sector.



Tianjue Huating Community in Hangzhou



Chunjiangpian in Hangzhou



Yuejian Weilai Yating Community in Hangzhou



Royal River Villa in Beijing

Broadening urban operation services

While consolidating core service capabilities, we actively explore paths to unlock the asset value of urban public spaces. Through diversified models including custody operation, joint ventures and franchising, we extend our service footprint to commercial complexes, cultural tourism projects and industrial parks. We focus on experience-driven revitalization, committing to unlocking continuous new potential for urban spaces via efficient operations.

Revitalization of an old residential community in Xi' an

Case Study

In 2025, Jinmao Services took tangible renovation measures as the starting point, taking over an old residential community in Xi' an and systematically promoting key upgrading projects through intensive on-site surveys and assessments. The team first completed the renovation and reuse of the community' s abandoned water system, then addressed electric vehicle parking shortages in conjunction with road surface restoration, winning residents' trust through visible, tangible improvements.

To sustain long-term stable operations, the project optimized community governance mechanisms by establishing regular communication channels and streamlining problem response and escalation process. The team also rationally upgraded waste collection stations and installed intelligent facility equipment, gradually forming a collaborative governance model through optimized vehicle management, waste disposal and other processes. Throughout the service period, the Company maintained consistent communication with property owners, shifting community management from one-way execution to two-way interactive collaboration, demonstrating the positive impact of professional property services and stakeholder engagement on community vitality.



Comparison of Renovation and Transformation of Old Communities in Xi'an

Governance upgrade practices in Yangtze River Delta Urban Operations Projects

Case Study

In 2025, building on China Jinmao' s layout of 13 urban operation projects across the Yangtze River Delta, Jinmao Services has continued to promote the regional replication and expansion of the "Jiashan Model". In projects including Window of Shanghai Smart Science City, Ningbo Life Science City and Changshu Jinmao Smart Science City, the Company integrates municipal infrastructure management, commercial operation and community governance services, assisting in establishing a three-tiered coordination mechanism led by the government, operated by companies and participated by residents. This approach drives the transformation of projects from single-dimensional development to an upgraded model of "industry-city integration and community governance", promoting functional complementarity and resource circulation within the region to support high-quality, long-term regional development.

Supporting high-standard financial office services in Xiong' an New Area

Case Study

In 2025, Jinmao Services successfully secured property management contracts for the Xiong' an branch of Industrial and Commercial Bank of China and China Postal Savings Bank in Hebei, marking its strategic entry into high-end financial office services in this national-level new area. In response to the Xiong' an New Area' s high-standard operation requirements, the Company provided the two financial institutions with integrated service solutions covering security services, professional facility management and premium quality environmental sanitation, fully meeting the stringent property service requirements of specialized financial institutions. This cooperation has opened up new opportunities for the Company to deeply participate in the high-standard urban development of the Xiong' an New Area and expand service layout in strategic emerging regions.



Service project for China Postal Savings Bank in Hebei



Service project for Xiong' an Branch of Industrial and Commercial Bank of China

Improving urban governance

Jinmao Services is committed to serving as an efficient partner in advancing the government' s modern governance system. In 2025, we further optimized our specialized service portfolios, including public co-governance services, urban emergency support services, urban risk consulting services, urban cultural development services, and Party-building integrated services. We actively assisted grassroots governance entities in promoting Party-building collaboration and community culture building, jointly building a new grassroots governance model featuring joint construction, collaborative management, and shared benefits. In doing so, we contributed to enhancing the modernization and refinement of urban governance.

Upgrading community elderly care services in Guiyang' s Guanshanhu District

Case Study

In 2025, Jinmao Services successfully bid for the government procurement project "Construction of Community Elderly Care Service Stations" in Guanshanhu District, Guiyang City, Guizhou Province. The Company systematically integrated barrier-free access facilities, intelligent emergency call terminals, health monitoring equipment and other elderly-friendly modules into aging communities. For the first time, the Company introduced central state-owned enterprise' s property management resources to communities in western China, forming a cross-regional "Beijing-Guizhou" service linkage and systematically improving the quality of community elderly care services in underdeveloped regions.

Government-enterprise-community collaborative governance practices

Case Study

In 2025, the Wenzhou Aojiang International New City project, Jinmao Services joined hands with the local government to launch the governance platform "Wonderful Community 2.0". Leveraging four community organizations – Xiao Jinguo, Rongshu Academy, She Society, and Elite Association – the platform mobilized 142,000 residents to participate in public space operation, cultural activity planning and community self-governance practices. This has forged a collaborative governance mechanism involving central state-owned enterprises, local governments and residents, setting a replicable example for government-enterprise-community co-governance across similar projects.

Driving Future with Innovation

Jinmao Services actively drives deeper integration between digital technology and property management services. Leveraging cutting-edge technologies including the Internet of Things (IoT) and big data, the Company builds an intelligent service system featuring real-time monitoring and dynamic optimization, continuously improving service experience and operational management efficiency via technological innovation.

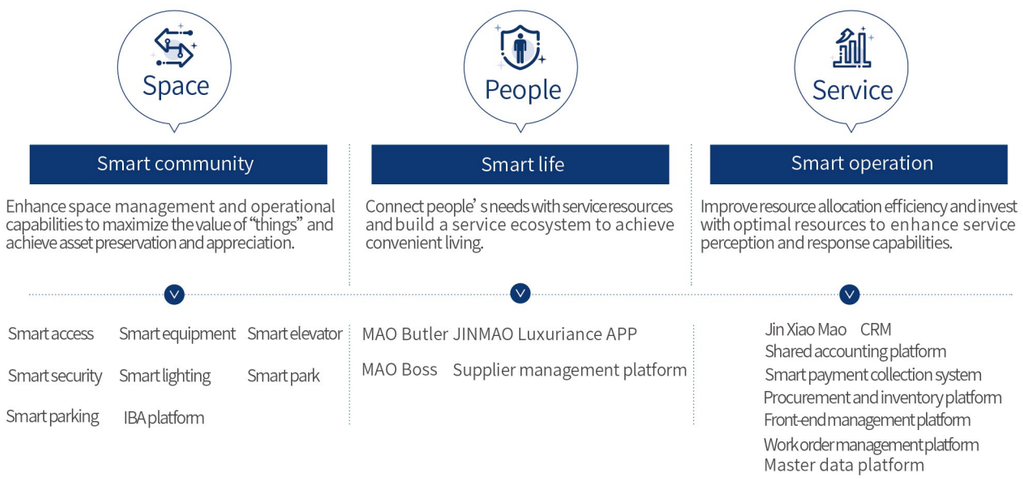
Digitalization

The Company steadily promotes digital management and operation capabilities. For internal governance efficiency, Jinmao Services fully advances wider use of the WeCom platform, continuously optimizes digital collaboration system, and promotes the digitalization and standardization of internal workflow processes. Meanwhile, the Company continued to promote the intelligent upgrade of parking facilities, building an integrated control platform covering authorization, billing, auditing, management and operation & maintenance. A total of 136 parking projects completed system upgrades, realizing standardized operation and unified data management for parking services.

During the reporting period, the Company conducted online digital operation training via WeCom for more than 800 stewards nationwide. The training focused on core platform functions and was supplemented with practical experience sharing from outstanding frontline stewards and customer service supervisors. Targeted follow-up guidance on key operation issues was provided after the training, effectively improving the practical operation capabilities of participating staff.

Smart property management

The Company continues to deepen smart property management system. Centered on the three core elements of space, people and services, and supported by underlying technologies including IoT, mobile internet and big data, Jinmao Services builds a three-in-one smart management platform covering smart communities, smart living and smart operations, so as to realize the digital, intelligent and refined upgrade of full-scenario property services.



Jinmao Service Smart Property Management System

Engaging in public welfare services

Jinmao Services consistently fulfills corporate social responsibilities and supports rural revitalization through targeted initiatives including consumption-driven agricultural assistance and subscription-based aid programs. The Company also encourages employees to volunteer for blood donations, charity walks, and fundraising activities. Through these tangible actions, the Company conveys corporate warmth and fully demonstrates dedication to humanistic care and social responsibility.



Free Medical clinic for communities



Charity Event "Following in Lei Feng's Footsteps"

Case Study

Jinmao Services empowers rural revitalization through e-commerce

In 2025, in partnership with Pingshan County, Hebei Province, Jinmao Services launched an agricultural assistance section for Pingshan on "Yuelin Life" e-commerce platform. The initiative focused on expanding sales channels for local agricultural products, streamlining procurement procedures and optimizing service experience, driving steady growth in product sales volume with a total transaction volume of RMB520,000. In recognition of these efforts, the Company was awarded the Certificate of Kindness by the government of Pingshan County.

Case Study

"Jinmao Initiative: Love Without Barriers" charity campaign

In November 2025, the Company launched the "Jinmao Initiative: Love Without Barriers" charity project at Chengdu Shangong Jiayuan Disability Assistance Center. The Company actively mobilized community resources, and collected more than 120 unused stuffed toys from nearly 20 caring homeowners and employees. After professional cleaning and disinfection, these toys were delivered to Shangong Jiayuan to accompany children in need. At the same time, the Company specially purchased daily necessities including rice and cooking oil to meet the basic living needs of the beneficiaries.

This activity not only completed a charity relay of idle supplies, but also innovatively added an interactive session, "Autumn Environmental Creation" , delivering heartfelt warmth and care to children with special needs.



"Jinmao Initiative: Love Without Barriers" charity campaign

Unleashing Community Vitality

Guided by *Community Management Policy*, Jinmao Services consistently upholds the philosophy of "people-oriented, service-first", striving to build a harmonious, warm and inclusive community atmosphere. The Company organizes a wide variety of community engagement activities to promote mutual communication and integration among residents, continuously enhancing community cohesion and residents' sense of belonging. Concurrently, Jinmao Services remains committed to public welfare initiatives, translating corporate social responsibility commitment into tangible and sustained actions.

Building harmonious communities

Building on the proprietary neighborhood social platform "Mao Neighborhood", Jinmao Services further launches the "More Home Joy" service system. In close alignment with the community development priorities, the Company hosts a series of branded themed IP events year-round, namely the "Spring Season of Hope", "Summer Season of Fun for Kids", "Autumn Season of Harvest Sharing" and "Winter Season of Warm Service". These activities cultivate a civilized, harmonious and warm community vibe, effectively increasing residents' quality of life and sense of belonging.



Fire drill



First aid training



Snow removal



Arbor Day event

In 2025, the Company organized **2,990** community events, engaging **384,600** households, with a satisfaction rate of **98.2%**.

Case Study

Igniting community vitality through cross-sector resources and public welfare commitment

In 2025, the Dance Club of Wuhan Fangdao Jinmao Smart Science City has a membership of over 500 people, alongside extensive cross-sectoral collaborative resources. Its members include retired civil servants, university professors, professional dance instructors and community Party members. The club holds weekly rehearsals, and also takes a proactive part in public welfare activities: visiting nursing homes to celebrate elderly residents' birthdays, donating living and study supplies to underprivileged children, and staging themed performances such as Celebrating the New Year and Fiery Folk Songs. Through dance, the club has fostered harmonious neighborhood bonds.





Group photo of Dance Club

Case Study

Building a warm and caring neighborhood through food

In 2025, Jinmao Services' Food Club takes its flagship Hundred-Family Banquet as the core activity, realizing in-depth linkage between the community, property management team and residents. By sharing homemade food and dining together, the event naturally breaks down interpersonal barriers among neighbors, greatly boosting residents' sense of community belonging, with a single event attracting over 200 participants. The club has established a scalable community operation mode of communal dining during the holidays, setting a benchmark for building a warm close-knit community.





Hundred-family banquet

Case Study

Fostering community warmth through handcrafted fruit wine

In 2025, as a community-based handicraft interest group under Jinmao Services, the Fruit Wine Club brings together nearly 40 resident members. Using seasonal fresh fruits as raw materials, members participate in the entire handmade process: fruit selection, washing, fermentation, bottling and finalization, infusing each bottle of creative fruit wine with sincere neighborly affection and refined everyday aesthetics. Guided by the philosophy "Brew a pot of wine, savor a moment in time", the group provides urban residents with a warm, ritualistic spiritual companion amid fast-paced life. Deepening emotional connections through handicraft craftsmanship and savoring life through homemade fruit wine, the society has become a unique cultural highlight in Jinmao' s communities, perfectly integrating traditional handicraft art with warm neighborhood ties.





Wine handcrafting by Fruit Wine Club

Determination · Green Development

02



Jinmao Services adheres to the principles of green development and environmental protection, proactively fulfilling environmental responsibilities throughout property management operations. The Company fully complies with applicable environmental laws and regulations, improves energy and resource utilization efficiency, takes proactive action to address and mitigate climate-related risks, minimizes the environmental impact of daily operations, and strives to achieve the coordinated, harmonious development of property services and ecological conservation.

SDGs:

Response to HKEX ESG indicators

A1.1/A1.3/A1.4/A1.5/A1.6/A2.1/A2.2/
A2.3/A2.4/A3.1/D

Highlights of this chapter

0 Incident of general or above environmental emergencies

0 Incident of major negative environmental public opinion

A total of **113** energy-saving renovation projects were launched throughout the year, with **110** completed, expected to save energy worth of RMB **4.6864** million

Empowering Green Operation

Jinmao Services strictly abides by the *Environmental Protection Law of the People's Republic of China* and the *Environmental Protection Management Standards of China Jinmao*. Jinmao Services establishes and implements an environmental management system covering environmental early warning, emergency response and environmental supervision, with a dedicated team responsible for overseeing system implementation to ensure full compliance with environmental requirements in all operational links. As of 2025, Sinochem Jinmao Property Management (Beijing) Co., Ltd., a subsidiary of Jinmao Services, has obtained ISO 14001 environmental management system certification.

Environmental Goals and Performance in 2025

Indicator	Goal	Performance
Incidents of general or above environmental emergencies	0	0
Incidents of major negative environmental public opinion	0	0
Rate of wastewater and solid waste discharge up to standard	100%	100%
Rate of hazardous waste disposal up to standard	100%	100%

Energy management

The Company also strictly complies with the *Energy Conservation Law of the People's Republic of China*, and formulates and implements the *Energy Consumption Management Operational Guidelines of Jinmao Services, Commercial Project Energy Consumption Management Guidelines of Jinmao Services and other regulatory documents*. These documents clarify standardized processes for energy efficiency management, metering and monitoring requirements, energy-saving measures and performance evaluation mechanisms, laying a standardized foundation for energy consumption control and low-carbon operation across all project types.

Jinmao Services establishes a complete organizational structure for energy conservation and low-carbon management. The Board of Directors serves as the supreme decision-making body for energy management, while the General Manager acts as the primary executive l eader. Specialized roles are assigned to oversee energy conservation and carbon reduction initiatives; the headquarters coordinates cross-organizational energy-saving and emission-reduction efforts, and seven city-level centers plus two directly managed project clusters are responsible for the on-the-ground implementation of energy management initiatives within their respective jurisdictions.

Energy management targets for 2025

Goal	Performance [1]
Total energy consumption per RMB 10,000 of output value: no more than 0.2540 tons of standard coal per RMB 10,000	Total energy consumption per RMB 10,000 of output value: 0.2508 metric tons of standard coal per RMB 10,000, meeting the set target.

1: For detailed data, please refer to the CECEP system. Note: The CECEP system is the Sinochem Energy Conservation and Ecological Environment Protection Statistical System, into which Jinmao Services submits monthly reports on its low-carbon and environmental protection achievements.

The Company develops an innovative energy management platform based on the "3521[1]" framework, realizing the integrated and systematic management of energy data. The subsidiary, Sinochem Jinmao Property Management (Beijing) Co., Ltd., has obtained ISO 50001 Energy Management System certification. In 2025, the Company systematically advanced energy-saving initiatives through equipment upgrading, intelligent control optimization and management refinement. A total of 113 energy-saving renovation projects were launched throughout the year, with 110 completed. These projects are expected to save energy worth of RMB4.6864 million and reduce carbon emissions by about 4,172.15 tons, marking steady progress toward achieving our energy-saving goals.

Energy-saving measures

Aspect	Measures
Management	Establish routine energy conservation management system and integrate energy-saving requirements into all aspects of operations: set clear energy-saving targets and evaluation criteria, and assign energy-saving responsibilities to specific positions; conduct energy-saving training for employees and promote practices such as turning off lights when not in use and setting air conditioning temperatures appropriately; establish energy consumption measurement and monitoring system, collect and analyze energy consumption data, and optimize energy management.
Procurement	Prioritize the procurement of products bearing national Class 1 or Class 2 energy efficiency labels, energy-saving certifications, or green building material certifications. Gradually replace high-energy-consumption equipment, including lighting fixtures, HVAC systems, office appliances, and plumbing fixtures, to reduce energy and resource consumption at the source.
Operations	Fully adopt LED energy-saving lighting fixtures to replace traditional light sources. Optimize lighting layout and management through smart measures such as motion sensors, timed controls, and natural light utilization to reduce energy consumption in the lighting system. Build full lifecycle energy efficiency management for core energy-consuming equipment such as air conditioning systems, elevators, and water pumps; conduct regular energy-saving inspections and maintenance of equipment, and phase out outdated high-energy-consuming equipment; promote energy-saving retrofits such as variable frequency drives, waste heat recovery, and intelligent interlocking control to improve equipment operational efficiency and reduce idle energy consumption.

Jinmao Services actively promotes the application of renewable energy and green power, continuously exploring diverse scenarios for clean energy utilization in project operations. Through technological integration and energy structure optimization, the Company steadily implements sustainable energy strategy to support operational low-carbon transformation. In 2025, renewable energy accounted for 2.8% of the Company's total electricity consumption, with the commercial and office sector reaching a renewable energy penetration rate of 17.3%[1].

1: The residential segment does not involve green energy.

Use of renewable energy

Beijing Chemsunny World Trade Center, Fengtai Jinmao, and Green Innovation Center purchased **16,050** MWh of green electricity, contributing to a reduction of about **9,694.2**[1] tons of carbon dioxide emissions and receiving a green electricity subsidy reimbursement of RMB **60,993.09** from Xicheng District, Beijing.

The Science and Technology System projects extensively adopted "ground-source heat pump + boiler" hybrid clean heating technology, covering **66** projects nationwide.

1: Calculated using the grid emission factor of 0.604tCO$_2$/MWh in accordance with the Beijing Municipal Emission Standard DB11/T 1787—2020, Requirements for Carbon Dioxide Accounting and Reporting—Other Industrial Enterprises.

Energy consumption in 2025

Indicator	Data of 2025
Gasoline (liter)	2,148.00
Diesel (ton)	3.18
Natural gas (m^3)	2,130,516.00
Purchased electricity (kWh)	239,220,398.11
Purchased heat (GJ)	25,767.45
Comprehensive energy consumption(tce)[1]	33,067.96
Comprehensive energy consumption per unit area (tce/m^2)	0.0017
Comprehensive energy consumption per RMB 10,000 of revenue (tce/RMB 10,000 of revenue)	0.09

1: The energy conversion factors are based on the values specified in the *General Rules for Calculation of the Comprehensive Energy Consumption*.

Water resources management

The Company attaches great importance to the sustainable utilization of water resources, and formulates and implements the *Energy Consumption Management Operational Guidelines of Jinmao Services* to carry out refined management covering water resource planning, utilization and recycling. Through technological application, equipment upgrading and operation optimization, the Company continuously improves water use efficiency and promotes water recycling and conservation across all property service scenarios.

Water-saving measures

· Gradually promote the use of water-saving fixtures in projects to control water consumption at the source.

· Establish routine mechanism for detecting leaks in the water supply network. Conduct regular pressure tests and inspections of projects' water supply network, valves, water meters, and secondary water supply facilities, with a focus on hidden areas such as underground pipelines, building corridors, and fire protection pipes. Promptly organize repairs for any detected drips, leaks, or water loss.

· Conduct regular cleaning and maintenance of secondary water supply tanks to prevent water waste caused by equipment malfunctions.

· Optimize the operation and management of water-using equipment, implement precise control over landscape irrigation, and set operating hours based on actual needs.

· Promote rainwater harvesting and the reuse of treated wastewater, utilizing recovered water for landscape irrigation, cleaning, and landscape replenishment, thereby effectively reducing reliance on municipal water supplies.

Water consumption in 2025[1]

Indicator	Data of 2025
Total water consumption (ton)	3,543,137.59
Water consumption intensity (ton/m^2)	0.18
Water consumption intensity (ton/RMB 10,000 of revenue)	9.66

1: The water consumption data of Jinmao Services refers to municipal freshwater use in the projects managed by its central city branches in Beijing, Nanjing, Qingdao, Shanghai, Xi'an, Changsha, Chongqing, and administrative offices of the headquarters of Jinmao Services and its central city branches in Beijing, Nanjing, Qingdao, Shanghai, Changsha, Chongqing.

Emission and discharge management

Jinmao Services strictly complies with environmental laws and regulations including the *Law of the People's Republic of China on the Prevention and Control of Air Pollution*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*. The Company identifies and controls environmental pollution risks inherent in business operations, promotes the reduction, and standardized treatment of wastewater, waste gas and solid waste, and continuously contributes to regional ecological improvement.

Solid waste management

Guided by the core principles of "reduction, recycling and harmless treatment", Jinmao Services establishes a standardized waste management system. Through digital empowerment, model innovation and resident engagement, the Company continuously improves resource recycling efficiency and advances green and low-carbon daily operations.

Solid waste management measures

Technological Upgrades

Explore ways to recycle construction waste during property renovation and remodeling. Crush and reuse concrete, bricks, and other materials generated from demolition for purposes such as laying the base layer of community roads and filling in landscaping areas.

Recycling Models

Promote the standardized renovation of waste sorting stations by installing smart recycling bins to achieve comprehensive coverage of recyclables, food waste, hazardous waste, and general waste.

Partner with qualified professional transportation companies to use enclosed segregated waste transport vehicles, ensuring no environmental violations such as leaks or spills occurred throughout the year.

Collaborate with recycling companies to install used clothing collection bins within the community, optimizing channels for residents to recycle old clothing.

Community Engagement

Organize swap fairs to promote the reuse of idle items and reduce the generation of household waste.

Launch campaigns and activities such as the "Clean Plate Campaign" and used goods recycling with community brands "Yuelin Life," to encourage residents to participate in waste reduction at the source and collectively foster a low-carbon lifestyle.

Case Study

Jinmao Services deploys recyclable waste sorting bins

Jinmao Services cooperates with professional recycling companies including AHS Recycle to build out community recycling networks. By placing specialized recyclable waste sorting bins in residential communities in an orderly manner, the Company effectively guides residents to participate in waste sorting and recycling, establishing a convenient community resource recovery system to promote municipal solid waste reduction and resource recycling.



Community recycling points

Case Study

Jinmao Services launches swap fairs to promote reuse

By holding community swap fairs, flea markets and similar activities, Jinmao Services builds offline platforms for residents to exchange and trade idle items. This initiative unlocks the secondary value of household idle resources, eases environmental pressure caused by direct waste disposal, and reduces household waste output. Through such scenario-based activities, the Company accelerates the construction of zero-waste communities.



Resident-led swap fairs

Waste discharge in 2025 [1]

Indicators	Data of 2025
Non-hazardous waste[2](kg)	3,582,685.00
Intensity of non-hazardous waste (kg/m^2)	0.18
Intensity of non-hazardous waste (kg/RMB 10,000 of revenue)	9.77
Hazardous waste[3](kg)	3,020
Intensity of hazardous waste(kg/m^2)	0.00016
Intensity of hazardous waste(kg/RMB 10,000 of revenue)	0.01

1: The waste discharge data of Jinmao Services refers to the projects managed by its central city branches in Beijing, Nanjing, Qingdao, Shanghai, Xi'an, Changsha, Chongqing, and administrative offices of the headquarters of Jinmao Services and its central city branches in Beijing, Nanjing, Qingdao, Shanghai, Changsha, Chongqing.

2: The types of non-hazardous waste include paper, household waste, decoration/construction/demolition waste, gardening waste and kitchen waste.

3: The hazardous wastes mainly include mercury-containing fluorescent lamps or energy-saving lamps, waste toner cartridges and ink cartridges, waste electronic and electrical equipment, waste batteries and paint barrels.

Wastewater management

Jinmao Services strictly implements national and local environmental norms. All managed projects have established complete wastewater control mechanisms, realizing closed-loop management of domestic sewage and commercial wastewater within property premises, including separate collection, standardized treatment and compliant discharge.

Wastewater management measures

Establish routine drainage inspection mechanism to conduct regular systematic inspections of the integrity of the sewer network and the functionality of treatment facilities. Build a comprehensive management process of hazard identification, tracking of corrective actions, and verification of results to ensure compliance and control throughout the wastewater discharge process.

Implement refined equipment operation and maintenance management, and conduct regular preventive maintenance and inspections of drainage networks and key wastewater treatment equipment to ensure the system' s continuous and stable operation.

Use professional instruments to regularly monitor the operational status of equipment and networks, establish dynamic operation and maintenance logs, identify potential failure risks through data analysis, and intervene proactively to address issues, thereby enhancing system operational safety and efficiency through technical means.

Wastewater discharge in 2025

Indicators	Data of 2025
Total amount of sewage discharge (ton)	2,834,510.08
Total ammonia nitrogen emissions (ton)	13.95
Total COD emissions (ton)	92.93

Exhaust emissions management measures

The Company prioritizes atmospheric environmental protection, strictly implements national and local air pollution prevention and control regulations, and carries out full-coverage management of all waste gas emission sources. By optimizing equipment operation, strengthening process control and deploying monitoring measures, the company minimizes the impact of operational activities on ambient air quality and supports the improvement of regional ecological environment.

Exhaust emissions management measures

Aspect	Measure
Facility Operations, Maintenance, and Management	Establish routine inspection mechanism for exhaust gas purification facilities, and regularly maintain and calibrate shared facilities such as grease exhaust purifiers and exhaust gas treatment equipment to ensure their efficient operation and reduce exhaust emissions.
	Optimize parking lot management processes by implementing measures such as rational traffic flow planning and the installation of charging infrastructure to encourage orderly parking and the use of clean energy, reducing vehicle exhaust emissions.
	Integrate professional operations and maintenance capabilities for high-end technology-driven residential projects to provide full-lifecycle maintenance services for low-carbon facilities such as ground-source heat pumps, capillary networks, and fresh air systems, which reduces reliance on traditional gas boilers and electric heating, indirectly reducing exhaust emissions.

Case Study

Nitrogen oxide emission control at Wuxi Lihu Jinmao Palace

In 2025, Jinmao Services launched an environmental remediation project at the Wuxi Lihu Jinmao Palace in the central city of Nanjing. By replacing burners and conducting comprehensive system commissioning, the project effectively controlled emissions of key pollutants, such as nitrogen oxides, in combustion exhaust gases. Post-renovation monitoring data showed that nitrogen oxide emission concentrations at the project site decreased by 87.5% compared to the same period the previous year, providing replicable technology for environmental remediation in high-standard projects.

Exhaust emissions in 2025

Indicators	Data of 2025
Nitrogen oxide emissions (ton)	1.48

Green office

The Company actively encourages employees to adopt a simple, moderate, green, and low-carbon lifestyle. The Company promotes green procurement, green office practices, and the "135"[1] low-carbon lifestyle model, while advancing the "Clean Plate Campaign" to resolutely eliminate food waste.

The Company implements paperless operations, procures office supplies on an as-needed basis, and reuses non-consumable items. The Company ensures that lights are turned off when no one is present, and sets regulations requiring office air conditioning to be set no lower than 26 degrees Celsius in summer and no higher than 20 degrees Celsius in winter, fostering a positive atmosphere where everyone is involved in green office practices.



Green office

1: Walk for distances around within 1 kilometer, cycle for distances around within 3 kilometers, and take public transportation for distances around 5 kilometers

Addressing Climate Change

Governance

Jinmao Services actively supports the national dual carbon strategy, and integrates climate change governance into the overall corporate governance framework. In compliance with the *Guidance on Climate Disclosure* published by The Stock Exchange of Hong Kong Limited and the *disclosure framework outlined in the IFRS S2 Climate-related Disclosures*, the Company has steadily improved climate change management mechanisms and information disclosure system across four core dimensions: governance, strategy, risk management, and metrics & targets.

To build an efficient, coordinated and comprehensive climate change management system that effectively addresses climate-related challenges and embraces potential opportunities, the Company builds a climate change governance structure, with the Climate Change Management Committee (the Strategy and ESG Committee). This committee leads the implementation of the sustainability strategy, mitigates climate-related operation risks, enhances corporate reputation, and drives continuous improvement in climate governance performance.

Climate change governance structure

Board of Directors

- Review and approve major operational matters related to climate strategy and policy.
- Oversee progress and performance on key issues such as climate change.

Climate Change Management Committee (Strategy and ESG Committee)

- Define long-term vision on climate change and establish overarching strategy and goals for addressing climate change integrated with business operations.
- Oversee the implementation of climate change management efforts and conduct regular assessments and adjustments.
- Regularly approve and adjust climate-related targets, policies, and key initiatives.
- Periodically review climate change-related risks and opportunities to ensure financial stability and long-term value.

Climate Change Management Office (ESG Working Group)

- Coordinate climate change management efforts across departments.
- Develop and refine climate change management systems and processes.
- Develop specific climate change management plans and implementation strategies.
- Collect, organize, and analyze climate change-related data and information, and prepare reports.
- Regularly report on the progress and effectiveness of climate change management efforts to the Climate Change Management Committee.
- Monitor domestic and international climate change policy developments to ensure the company complies with relevant laws, regulations, and international standards.

Jinmao Services incorporates climate-related risks and opportunities as core considerations into strategic decision-making. The Board of Directors takes overall responsibility for assessing and identifying climate risks and opportunities inherent in the business operations, while the ESG Committee supervises the implementation of climate risk response measures and submits regular progress reports to the Board. The Company strengthens climate risk management via a regular meeting mechanism; during the reporting period, a total of 4 relevant meetings were convened, including 2 meetings of the ESG Committee and 2 regular working meetings of the climate change task force.

The Company also organizes annual climate change-themed training for Board members to deepen their awareness and expertise on climate-related issues, keep them updated on cutting-edge developments in climate governance, and strengthen overall climate risk management capabilities. As of the end of the reporting period, the Company had held four climate change-related training sessions focusing on the interpretation of regulations and internal action guidelines, reaching 50 participants.

Strategy

Jinmao Services fully recognizes the potential risks and transformation opportunities brought by climate change, and proactively embeds climate governance and low-carbon *development into corporate strategy planning and operation* management. The Company has issued the *Climate and Environmental Protection Policy of Jinmao Services* to clarify the low-carbon development roadmap at the institution level. Furthermore, the Company establishes a climate change task force, and promotes the research and application of climate adaptation solutions and energy-efficient technologies. The Company takes sustained actions in energy management, resource recycling and low-carbon publicity campaigns, aiming to reduce carbon emissions during operations, improve communities' climate resilience, and support community sustainability.

The Company systematically assesses physical risks, transition risks and climate-related opportunities across its core business segments, including residential and commercial property services, by comprehensively analyzing project distribution, service scale and energy consumption characteristics. On this basis, the Company adopts scientifically selected climate scenarios, setting 2025–2030, 2031–2040 and 2041–2060 as the short-term, medium-term and long-term assessment cycles respectively, to carry out quantitative climate analysis and systematically advance risk identification, opportunity exploration and targeted response measures.

Selection of climate-related physical risk scenarios

Scenario	Scenario overview
SSP1-2.6	Global average temperature rise is projected to be limited below 1.5°C by 2100.
SSP2-4.5	Global average temperature rise is projected to be limited around 2°C by 2100.
SSP5-8.5	Global average temperature rise is projected to exceed 4°C by 2100.

The Company conducts scenario simulation analyses targeting acute climate risks. The results reveal that the Company primarily faces five types of acute physical climate risks: extreme heat, extreme cold, extreme rainfall, typhoons and droughts. By identifying and tagging climate-exposed assets, the Company compiles statistics on the proportion of high-risk assets to evaluate overall exposure to acute physical climate risks. During the reporting period, the Company did not have the capacity and resources to conduct qualitative and quantitative financial impact assessments using reasonable and supportable data and methodologies, and therefore the exemption clause for reasonable data and capacity was applied. We will gradually consolidate the relevant foundation and strengthen the disclosure of financial impacts in the future.

Jinmao Services' level of acute risk exposure

Acute risks	Time horizon								
	Short-term			Medium-term			Long-term		
	1-2.6	2-4.5	5-8.5	1-2.6	2-4.5	5-8.5	1-2.6	2-4.5	5-8.5
Extreme heat	High	High	High	High	High	High	Medium	High	High
Extreme cold	High	High	High	High	High	High	High	High	High
Extreme rainfall	Medium	Medium	High	Medium	Medium	High	Medium	Medium	High
Typhoons	Low	Low	Low	Low	Low	Low	Low	Low	Low
Drough	Low	Low	Medium	Low	Medium	Medium	Medium	High	Medium

Percentage of assets vulnerable to physical risks

Acute Risks	Time horizon								
	Short-term			Medium-term			Long-term		
	1-2.6	2-4.5	5-8.5	1-2.6	2-4.5	5-8.5	1-2.6	2-4.5	5-8.5
Extreme heat	21.24%	19.18%	31.96%	20.93%	24.30%	28.13%	13.34%	34.66%	37.22%
Extreme cold	77.68%	83.03%	48.84%	83.03%	60.81%	48.84%	83.95%	49.76%	48.84%
Extreme rainfall	23.50%	6.63%	17.69%	23.46%	15.00%	24.79%	17.92%	18.78%	26.55%
Typhoons	5.90%	5.90%	6.49%	6.49%	6.49%	8.70%	0.00%	6.49%	6.49%
Drought	4.35%	4.35%	13.30%	3.05%	52.46%	58.36%	58.36%	69.65%	58.93%

Climate change risks, opportunities, and mitigation measures[1]

Risk Category		Time horizon	Risk description	Mitigation measures
Physical risk	Typhoon	Short-term Medium-term Long-term	The gale and heavy rains brought by typhoons may cause damage to building facades and park facilities, resulting in damage to elevators and electrical rooms. In addition, typhoons may trigger flooding and backflow, affecting parking garages and storage spaces, which can lead to disruptions in property services and property damage for homeowners.	Stockpile flood-control supplies such as sandbags and portable drainage pumps at all project sites in anticipation of the typhoon and heavy rain season. Thoroughly inspect critical areas including roof drainage systems and basement entrances. Activate 24-hour emergency response system.
	Drought	Medium-term Long-term	Fire and public safety risks are on the rise. Prolonged drought may reduce humidity and increase accumulated dry branches and fallen leaves, significantly elevating the fire risk in outdoor wooden decks, rooftop gardens, and green belts in commercial complexes, hotels, and cultural tourism projects. A fire may trigger widespread business closures, insurance claims, and damage to brand reputation.	Deploy smart stormwater collecting networks and reservoir systems on rooftops, ground-level plazas, and landscaped areas Carry out comprehensive technical upgrade of existing recycled water treatment facilities. Prioritize the use of reclaimed water for landscape irrigation, road cleaning, and landscape water replenishment
	Extreme rainfall	Short-term Medium-term Long-term	Extreme rainfall may cause flooding in property management projects, particularly in low-lying areas such as underground parking garages and equipment rooms, resulting in property damage to homeowners and malfunctions of facilities and equipment. Extreme rainfalls may damage critical infrastructure systems such as power supply, water supply, and elevators, which disrupts property services and affects homeowners' lives and business operations. Urban flooding may disrupt traffic in communities and surrounding roads, which hinders the arrival of property service staff and the delivery of supplies, thus increasing emergency response and operation costs.	Strengthen waterproofing and seepage prevention measures in underground garages and equipment rooms to prevent water backflow Establish emergency response mechanism for extreme weather and implement 24-hour patrols and response during the flood season Conduct annual dredging and drills for the drainage system to ensure efficient operation of facilities during the rainy season
Physical risk	Extreme heat	Short-term Medium-term Long-term	Extreme heat increases the energy consumption of air conditioning systems in managed projects, while also significantly increasing water consumption. Extreme heat may increase the risk of heatstroke among outdoor workers engaged in cleaning and security duties. This potentially leads to employee health issues and lower productivity, while exposing companies to labor compliance risks and liability for compensation. Extreme heat may cause vegetation within the complex to dry out and catch fire, or electrical equipment to overheat and short-circuit, which ignites nearby flammable materials, and results in casualties or property loss.	Distribute heat-protective supplies to frontline employees during periods of high temperatures, adjust outdoor work schedules, and set up temporary cooling-off stations within the park
	Extreme cold	Short-term Medium-term Long-term	Extreme cold can lead to snow cover and frozen ice on roads; property management departments must ensure they have sufficient on-duty staff and supplies for de-icing and snow removal. Extreme cold may lead to slip-and-fall injuries during outdoor work, hypothermia and frostbite during night patrols, or safety incidents caused by improper operations during emergency response, potentially resulting in occupational health hazards for employees and exposing the Company to labor risks and liability for compensation. Extreme cold increases users' demand for heating, which in turn raises energy consumption in buildings managed by Jinmao Services, potentially leading to increases in overall operating costs.	Complete the water supply and drainage pipe insulation and the maintenance of heating systems before the onset of extreme cold weather; stock up on de-icing agents and anti-slip mats; and send out cold-weather and frost protection reminders to property owners.
	Global warming	Medium-term Long-term	As temperatures rise, the buildings under management may need more energy to maintain comfortable indoor temperatures, leading to increased operating costs for air conditioning and ventilation systems. This may also result more water demand from residential and commercial users, which puts pressure on the water supply system.	Implement energy-efficient building retrofits, replace lighting with LED fixtures and install smart air conditioning systems to reduce energy consumption
	Rising sea levels	Medium-term Long-term	Rising sea levels may cause direct damage to property assets in coastal areas, increasing the risk of flooding and erosion.	Enhance properties' flood prevention and drainage systems to improve flood resilience. Participate in or develop regional strategies to address sea-level rise in order to protect property assets.

1: During the reporting period, the Company has not yet obtained reasonable and supportable data to determine the scope of the value chain, and thus the exemption clause for reasonable data is applied. We will continue to improve the climate impact analysis of the value chain.

Jinmao Property Services Co., Limited

Transition risks	Policy and legal risk	Short-term Medium-term Long-term	The gradual release of new policies and regulations may increase compliance costs and legal liabilities. To comply with the government' s latest energy conservation and emissions reduction policies, companies must retrofit environmental treatment facilities or invest in infrastructure and installation for renewable energy sources (such as solar power, heat pumps, and wind energy), thereby increasing corporate costs; Climate change-related laws are becoming in creasingly stringent (e.g., stricter requirements for air pollutant emissions and emergency response measures during periods of severe air pollution), and violations of these policies and laws may result in litigation as well as reputational and financial l osses for the company.	Establish regulatory and policy monitoring mechanism to stay informed of changes in regulations and policies timely; Develop advance plans and strategies to meet regulatory and policy requirements and avoid the risk of non-compliance; Strengthen communication and cooperation with government agencies to secure policy support and incentives.
	Techno-logical risk	Medium-term Long-term	The operation and maintenance of emerging low-carbon building technologies may increase investment costs. The growing demand for low-carbon technology resources and talent will lead to higher costs for internal technological and application training.	Increase communication and collaboration with research institutions and industry partners to jointly develop and test new green technologies. Introduce new technologies and evaluate their effectiveness and feasibility through pilot projects to mitigate the risks associated with large-scale implementation. Build long-term plan for technological renewal and upgrading to ensure that technological services can adapt to the ever-changing technological landscape and market demands.
	Market risk	Medium-term Long-term	If the Company fails to promptly address the needs of property owners and tenants regarding green operations and resource conservation, this may affect the renewal rates of property management contracts and the market share, impacting brand' s premium price;	Increase investment in green and low-carbon property management to enhance environmental performance and service quality. Conduct regular market research to understand changes in customer needs and adjust service strategies timely.
	Reput-ational risk	Short-term Medium-term Long-term	Investors are increasingly seeking environmentally friendly and low-carbon financing and investment opportunities; negative environmental news could impact access to fundraising, leading to higher financing costs; Declining consumer demand for energy-intensive products and services may affect project renewals and market expansion; As society places greater emphasis on sustainability, companies that fail to fulfill their social responsibilities or pursue a low-carbon transition may face reputational risks	Take sustainability measures to enhance transparency. Publish regular ESG reports to showcase environmental efforts. Participate in environmental initiatives to build public trust.

Opportunity category		Time horizon	Opportunity description	Response strategy
Opportunity	Growing demand for energy-saving retrofits	Medium-term Long-term	Property owners and tenants increasingly focus on energy efficiency, driving higher demand for energy-saving renovations.	Train and recruit energy-saving technology professionals to build specialized team. Establish partnerships with energy-saving equipment suppliers to expand the market. Participate in government energy-saving retrofit projects to gain experience.
	Use of renewable energy	Short-term Medium-term Long-term	Technological advancements and falling costs make it more attractive to apply renewable energy in property projects.	Conduct feasibility research for property projects and select suitable technologies. Partner with renewable energy developers to invest in and construct projects. Strengthen equipment operation management and maintenance to ensure stable operation.
	Green finance support	Short-term Medium-term Long-term	Financial institutions are ramping up support for green projects by offering more financing opportunities, lowering financing costs, and improving asset liquidity.	Understand and leverage green finance policies and products. Increase cooperation with financial institutions to secure their support.
	Enhancing brand im-age	Short-term Medium-term Long-term	By taking proactive steps to combat climate change and embrace sustainability, the Company can bolster its brand image, social standing, and competitive edge in the market.	Participate in international or domestic initiatives to address climate change, organize or support environmental public welfare projects, and build a positive image.

Risk management

Jinmao Services fully recognizes the long-term impact of climate change on the property management industry and has integrated climate-related factors into overall risk management framework.

During the risk identification phase, all departments incorporate climate-related risks and opportunities into annual risk assessments and operational decision-making processes. Taking into account policy directions, regional climate characteristics, industry attributes, and the strategic objectives, the Company ensures that climate risks are considered in parallel with overall risk governance.

During the risk assessment and prioritization phase, the Company comprehensively adopts on-site surveys, cross-departmental interviews, questionnaire collection, and expert analysis to identify climate-related risk factors. Based on the probability of occurrence and potential impact, quantitative assessments of risks are conducted to identify climate risks requiring priority management, and corresponding prevention and control goals and response strategies are formulated. Details on the analysis results of climate-related risks and opportunities are provided in the “Strategy” section.

During management integration, the Company sets specific control goals based on assessment results, incorporates them into the scope of annual risk management and supervision, and promotes the integration of climate risk management requirements into specific business operations. Additionally, the Company conducts regular climate risk reassessments, using tools such as scenario analysis to continuously monitor changes in the external environment and promptly optimize response strategies. In 2025, the Company further refined climate risk identification criteria and clarified departmental responsibilities, while maintaining methodological consistency to continuously enhance the systematicness and standardization of climate risk management.

Metrics and targets

The Company establishes a comprehensive indicator system[1]. In accordance with standards including the *Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard* and the *Guidelines for Accounting Methods and Reporting of GHG Emissions for Public Building Operation Enterprises* (for Trial Implementation), the Company systematically collects, calculates, and analyzes energy and carbon emission data to ensure the consistency and comparability of metrics. The Company has set annual emission reduction targets and broken down them into specific management levels and individual projects to ensure the feasibility and efficient implementation of emission reduction measures. In 2025, the Company set a GHG emission intensity target of 1.0145 tCO2e/RMB 10,000 of revenue; actual emissions were reduced to 1.0119 tCO2e/RMB 10,000 of revenue, successfully achieving the annual emission reduction target.[2] This year, we have further expanded our Scope 3 carbon accounting efforts, calculating Scope 3 emissions for selected categories, and we will provide more detailed disclosures in the coming year.

1: During the reporting period, the Company did not have reasonably available and highly certain data to conduct cross-industry indicator calculations including capital expenditures, financing or investments specifically related to climate-related risks and opportunities. Accordingly, the Company applies the reasonable data exemption provision under the Implementation Guidance for Climate Disclosures under HKEX ESG reporting framework, and does not disclose information relating to cross-industry indicators for the time being. As the Company has not yet established an internal carbon pricing mechanism, the internal carbon pricing indicator is not applicable.

2: For detailed data, please refer to the CECEP system. Note: The CECEP system is the Sinochem Energy Conservation and Ecological Environment Protection Statistical System, into which Jinmao Services submits monthly reports on its low-carbon and environmental protection achievements.

GHG emissions in 2025[1]

Category	Unit	Total[2]
Scope 1: direct emissions	tCO2e	4,621.22
Scope 2: indirect emissions	tCO2e	129,764.76
Total GHG emissions	tCO2e	134,385.99
GHG emissions per unit area	$tCO2e/m^2$	0.0069
GHG emissions per RMB 10,000 of revenue	tCO2e/RMB 10,000 of revenue	0.35

1: Definition of Scope: The GHG Protocol divides emissions into Scope 1, Scope 2, and Scope 3. Scope 1 refers to direct GHG emissions from natural gas, petrol, and diesel. Scope 2 refers to indirect GHG emissions from heating and electricity purchased by Jinmao Services;
Calculation Standard: Our calculation is based on the f *ormulas and coefficients from the Guidelines for Accounting Methods and Reporting of GHG Emissions for Public Building Operation Enterprises (for Trial Implementation);*
Consistency: The electricity emission factor adopts the national average power grid emission factor for 2023 of 0.5306tCO2/MWh as released in the Announcement on the Release of Electricity CO2 Emission Factors for 2023 issued by the *General Office of the Ministry of Ecology and Environment of the People' s Republic of China;*
2: Statistical scope: (1) the projects managed by its central city branches in Beijing, Nanjing, Qingdao, Shanghai, Xi'an, Changsha, Chongqing, and (2) administrative offices of the headquarters of Jinmao Services and its central city branches in Beijing, Nanjing, Qingdao, Shanghai, Changsha, Chongqing.

Identified Scope 3[1]

Category	Category 3: Fuel and energy-related uses	Category 7: Employee commuting
Description	Emissions from the extraction, production, and transportation of fuels and energy purchased or acquired during the reporting year that are not included in Scope 1 or Scope 2, including: upstream emissions from fuel purchases, upstream emissions from electricity purchases, and transmission and distribution (T&D) losses.	Emissions resulting from employee commuting between home and work.
Unit	tCO_2e	tCO_2e
Data	14,100.00	543.75

1: Scope 3 refers to indirect greenhouse gas emissions other than those covered in Scope 1 and Scope 2. The company calculates its Scope 3 greenhouse gas emissions in accordance with the GHG Protocol accounting methodology. For Category 3, the calculation is performed using the average-data method based on the company's energy consumption data. For Scope 3, Category 7, the estimation is conducted by applying the per-capita emission factor method. The relevant emission factors are sourced from official publications issued by authorities such as the Ministry of Ecology and Environment

Practicing Green Philosophy

Growing environmental awareness

Guided by green development, Jinmao Services fully implements environmental protection requirements in operational management. The Company organizes a series of environmental protection-themed training sessions to promote green lifestyles and enhance the environmental responsibility of both employees and property owners. The Company also places strong emphasis on biodiversity conservation, and carries out ecological protection projects to encourage public participation in conservation efforts and promote the harmonious coexistence of humans and nature.

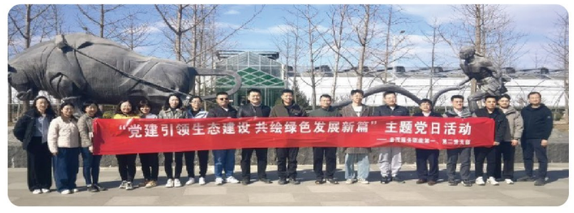
The Company organizes a series of training sessions on environmental knowledge and energy-saving practices to enhance employees' sense of responsibility regarding environmental protection and energy conservation, optimize the effectiveness of green governance, and strengthen green operational capabilities. In 2025, the Company organized eight environmental protection training sessions focusing on energy and technology systems, reaching a total of 1,246 participants, including employees and stakeholders.

Case Study

Jinmao Services organizes an environmental protection-themed activity on Day of Party Building

In active response to the call for ecological civilization construction, the Company' s Party branch organized activity themed "Party Building Leads Ecological Construction; Together We Chart a New Chapter of Green Development" on the Day of Party Building. Party members and leaders took the lead in tree-planting and ecological restoration efforts, putting the concept of green development into practice through concrete actions and demonstrating the Party organization' s leading role and sense of responsibility in advancing ecological civilization. This event further strengthened Party members' environmental awareness and embodied the vision of full participation in building a green home together.





Environmental protection training on Day of Party Building

The Company actively holds series of themed activities, including the "Spring Season of Hope," "Earth Hour," and Energy Conservation Awareness Week. Through interactive initiatives such as recycling and repurposing old items and creatively reusing renewable resources, the Company guides property owners and employees to jointly participate in green practices, fostering a community atmosphere characterized by low-carbon living, environmental protection, and harmonious coexistence.

Case Study

Jinmao Services organizes the "Spring Season of Hope" environmental charity event

In March 2025, the Company launched the "Spring Season of Hope" public welfare and low-carbon tree-planting campaign. Guided by the philosophy of "Healthy Living · Coexistence with Nature," the initiative directly contributed to regional carbon reduction through afforestation and conveyed the values of green development to society. The event covered 56 managed projects and attracted approximately 200 employees and residents to participate.





"Spring Season of Hope" tree-planting campaign

Biodiversity conservation

The Company adheres to the *Biodiversity Conservation Policy of Jinmao Services*. This year, we revised the *Reference Guideline for Cleaning Agent Usage of Jinmao Services* and the *Management Rules for the Elimination of Rats, Bedbugs, Flies and Mosquitoes of Jinmao Services* to ensure that pest control efforts are carried out efficiently without harming biodiversity, thereby enhancing the integrity and stability of ecosystems. In community operations, the Company carries out biodiversity conservation efforts in the areas of ecological planning and design, habitat protection, and species conservation to maintain the natural ecological functions of the community.

Biodiversity conservation measures

Ecological planning and design

-We value biodiversity conservation by preserving and leveraging existing natural ecosystems, including wetlands,l forests, and grasslands.

-We implement targeted management strategies based on regional climate and seasonal characteristics. Taking into account the natural conditions of the project site, we adopt professional measures—including vegetation selection, irrigation, and nutrient management—to maintain healthy vegetation growth throughout the park and create a pleasant community landscape.

-We incorporate a variety of habitats into landscape designs, such as small wetlands, wildflower meadows, insect hotels, and bird feeders.

Habitat protection

-We regularly monitor and assess natural habitats surrounding our properties, and take necessary protective measures,l such as setting protected areas, fences, and signs, to prevent degradation and disturbance.

-We bolster the management of eco-sensitive areas surrounding our properties, use green roofs and vertical gardens to expand green spaces, and provide urban habitats.

Species protection

-We partner with relevant authorities to conserve wildlife, and strictly prohibit illegal hunting, collection, and trade of wildlife within our properties.

-We have developed a species monitoring system and actively plant native species while providing food and habitats to support the survival and reproduction of local wildlife.

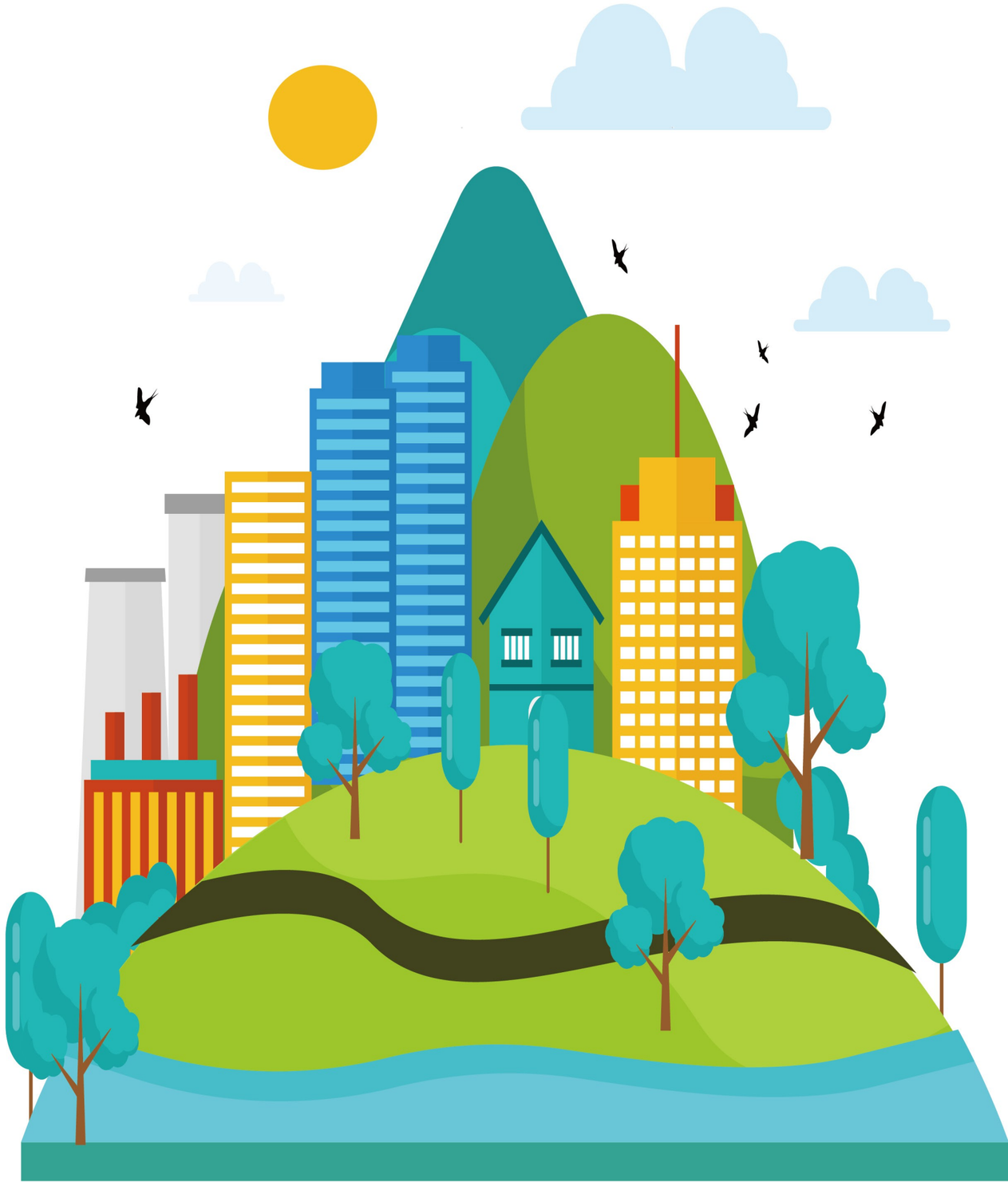
-We offer suitable living environments, such birds' nests and insects' houses.

Case Study

Jinmao Services' Chongqing Center City Project awarded Provincial-Level "Landscape Greening and Ecological Community"

In June 2025, the Chengdu Jinjiang Jinmao Palace and Yuehu Jinmao Residence projects—both managed by Jinmao Services' Chongqing Center City Project—successfully passed the first round of evaluations for "Urban Landscape Greening and Ecological Community" in 2025 organized by the Sichuan Provincial Department of Housing and Urban-Rural Development. This award signified that the Company had received authoritative provincial recognition for efforts in creating community ecological environments, managing landscaping quality, and implementing sustainable development practices, setting an example for future regional ecological residential development.

Jinmao Property Services Co., Limited



Care · Talent Cultivation

03



Guided by its core value of putting people first, Jinmao Services is committed to building a talent development ecosystem that is fair, safe, growth-oriented, and caring. The Company safeguards employees' dignity through a comprehensive rights protection system, ensures their physical and mental well-being through systematic safety management, and unlocks their potential through comprehensive career development pathways. In this way, Jinmao Services provides a solid talent foundation for sustainable development and fosters mutual growth between employees and the Company.

Response to SDGs

Response to HKEX ESG Metrics A1.1

B1.1/B1.2/B2.1/B2.2/B2.3/B3.1/B3.2/B4.1/B4.2

Key Performance Highlights

RMB **2.234** million was spent in full-time employee training

with a **100%** full-time employee training coverage rate

As of the end of 2025, the Company had directly employed **849** local employees

97 new local employees were hired

Protecting Employee Rights

Jinmao Services fully respects and protects the legitimate rights and interests of employees. We are committed to building a fair, diverse, and inclusive work environment, and strive to foster a respectful and supportive workplace and open communication channels through transparent and equitable compensation and benefits, and comprehensive employee care system.

Equal work opportunities

The Company strictly adheres to Chinese laws and regulations, such as the *Labor Law of the People's Republic of China* , the *Social Insurance Law of the People's Republic of China*, and the *Provisions on the Prohibition of Using Child Labor of the People's Republic of China*. We formulate and improve the *Employee Rights and Development Policy of Jinmao Services* and the *Labor and Employment Management Standards of Jinmao Services* to standardize and refine our human resources management system. We adhere to compliant hiring practices and earnestly safeguard all of our employees' lawful rights and interests.

We establish and refine the SA8000 corporate social responsibility management system. We adhere to standardized employee recruitment criteria and procedures, uphold the principle of equal employment opportunity, and strictly prohibit discrimination or differential treatment based on gender, age, race, religious beliefs or other factors in recruitment and promotion processes. Jinmao Services resolutely opposes any form of child labor or forced labor, and we are fully committed to creating a fair and equitable recruitment environment. As of the end of the reporting period, the Company had recorded zero incidents of child labor, forced labor, harassment, abuse, or violations of employee rights.

The Company implements an internal talent mobility mechanism, broadening talent development channels through job rotations and internal competitive recruitment. Adhering to the principle of prioritizing business needs and assigning the right person to the right role, the Company strives to promote rational talent mobility and optimal allocation, unleash employees' potential, and enhance organizational vitality. In 2025, the Company facilitated 37 internal transfers and internal competitive recruitment placements.

By the end of 2025, the Company had 1,875 full-time employees. Among which 75 employees were from minority ethnic groups, accounting for 4% of the workforce. The proportion of female employees stood at 38%. 354 new hires were employed. The labor contract signing rate reached 100%.

In October 2025, the company was honored with the "2025 Top 20 Best Employers in China's Property Management Industry" award by EH Consulting.



Compensation and benefits

Jinmao Services strictly complies with national labor laws and regulations, while refining internal management systems such as the *Compensation and Benefits Management Standards of Jinmao Services* and the *Employee Attendance and Leave Management Guidelines of Jinmao Services*, establishing a fair and reasonable compensation and benefits system. The Company ensures that employees fully enjoy legal rights, including wages, social insurance, rest and leave, and statutory holidays. The Company also fully implements protective policies for female employees, such as maternity leave and childcare leave. To further enhance the employee experience, the Company extended the lunch break by 30 minutes in 2025, optimizing work rhythms and promoting a balance between employees' physical and mental well-being and work efficiency. Meanwhile, in response to employees' actual needs, the Company introduces supplementary benefits including union welfare programs and commercial supplementary health insurance. In 2025, the Company's per-capita revenue reaching RMB 1.9573 million.

In terms of incentive and feedback mechanisms, the Company actively explores diversified long-term incentive models, such as equity incentives, and is committed to building a value-sharing mechanism between core talent and the Company to continuously stimulate organizational vitality. The Company attaches great importance to the work status and career development of frontline staff and establishes and deepens a dynamic person-position-compensation alignment mechanism. By regularly conducting systematic assessments and adjustments of staff capabilities, job requirements, and compensation levels, the Company effectively boosts work motivation and improves service quality.

In accordance with the *Employee Performance Management Standards of Jinmao Services*, the Company has established standardized performance communication and appeal procedures to ensure fairness and transparency in the evaluation process. During the performance evaluation cycle in 2025, the Company strictly implemented the performance feedback interview system, ensuring that all employees completed result confirmation and interview records. Through enhanced process coaching and continuous feedback, the Company helped employees improve their work capabilities and performance. For performance appeals, the Company adheres to the principles of objectivity and fairness, requiring employees to submit written appeals within 10 days of the release of evaluation results; failure to do so within this timeframe is deemed acceptance of the results. All appeals are uniformly handled by the Human Resources Department, which provides written feedback to form a closed management loop, effectively safeguarding employee rights and ensuring the fairness of the evaluation process.

Democratic communication

The Company continues to improve democratic communication mechanisms and actively fosters an open and inclusive corporate culture. In 2025, the Company launched the special communication initiative "Unity and Harmony for Mutual Success", listening to employee feedback through various channels such as one-on-one steward interviews and roundtable discussions. Throughout 2025, the Company conducted five rounds of steward interviews, covering 54 frontline stewards and collecting 32 common suggestions. As of the end of the reporting period, 11 optimization and improvement measures had been completed, while the remaining items were incorporated into a continuous follow-up mechanism.

The Company encourages employees to provide feedback and suggestions through multiple channels, including the Employee Representative Assembly, Voices of the Stewards email, Jinmao Message Platform, and the Discipline Inspection Commission's mailbox. The Company also actively promotes regional trade union organizations, continuously strengthens democratic management and employee rights protection, enhances employee satisfaction, and works together to build harmonious and stable labor relations.

Establishment of a dual-channel employee communication mechanism (online and offline)

Case Study

The Company leverages both online and offline channels to fully listen to employee feedback. Online, the Company establishes the "Voice of the Steward" email and the Jinmao Message Platform communication platform. The trade union regularly collects, organizes, and sorts out opinions, suggestions, and demands from frontline employees, promptly forwards them to relevant departments, and reports them to company leadership for handling. At the same time, the Company communicates progress back to employees, forming a closed-loop management system. Offline, the Company forms the Fengqiao Action Team consisting of outstanding Party members, business backbones, and top-performing employee representatives. This team visits project sites to engage in face-to-face communication with frontline employees, promptly addressing their concerns and conveying organizational care. This approach effectively bridges the management gap and enhances the warmth of the organization.



Guarding Health and Safety

Jinmao Services always places a high priority on the physical and mental well-being of its employees. The Company attaches great importance to workplace safety and occupational health management, strictly complies with national occupational health and safety regulations, and establishes a robust emergency response mechanism to safeguard the occupational health and safety of employees. The Company fully implements the Sinochem FORUS management system, upholding the principle that "HSE always comes first." With "risk prevention and control" at core, the Company adheres to the ten-element standards and continuously improves occupational health and safety system through annual upgrades, establishment, and audit rating processes, ensuring that all business activities are comprehensively covered and conducted in accordance with established procedures. In addition, the Company actively organizes various fitness activities and mental health courses to holistically care for employees' physical and mental well-being, striving to create a safe and comfortable work environment.

Safety management

The company strictly complies with laws and regulations such as the Law on Workplace Safety of the People's Republic of China and the Fire Control Law of the People's Republic of China, systematically implementing safety management. As the business focuses on project management and service operations, with few frontline employees directly involved in on-site operations, the Company regards contractor on-site safety as a critical component of safety management. In 2025, the Company continued to advance workplace safety systems, focusing on revising regulations related to key areas such as contractor management and hazardous operations to provide a solid foundation for safety management.

The Company has set clear health and safety goals, all of which were achieved by the end of the reporting period.

Jinmao Services' s safety goals: Zero incidents of general and above-level workplace safety accidents.

The Company continues to refine workplace safety and occupational health training system, and establishes a training mechanism that covers all personnel and is implemented at multiple levels. Leveraging the "Jinpu Academy" online platform as core training hub, the Company integrates internally developed HSE course resources to systematically teach workplace safety laws and regulations as well as the Company' s safety management requirements. Throughout the year, cumulative online and offline training attracted over 40,000 participants, covering all employees and suppliers, effectively strengthening the theoretical foundation of safety for the entire workforce.

Tiered HSE training system

Level	Content
HSE managers and project leaders	Conduct annual certification training to strengthen safety leadership and risk management capabilities;
Management and safety personnel	Organize quarterly thematic workshops focused on cross-regional and multi-sector risk management; Host one HSE-specific training session for each project per month to address practical issues on the front lines;
Employees	Maintain a Monthly Alert education program, with no fewer than 12 sessions per year, to continuously reinforce risk prevention awareness.

Case Study

HSE certification training

In August 2025, the Company organized the 7th session of HSE certification training for key positions in Qingdao, with 48 managers from various levels participating. The training focused on enhancing practical skills and sharing experiences, further strengthening the ability of key personnel to implement safety measures and build the safety management system.



7th session of HSE certification training for key positions

Safety training overview in 2025

Indicator	Unit	Data of 2025
Total safety training participants	/	67,535
Total employee safety training hours	hour	54,047
Total employee safety training coverage rate	%	100
Total employee safety training sessions	/	4,275
Safety emergency drills	/	5,304
Total contractor safety training participants	/	12,835
Total contractor safety training hours	hour	10,012
Total contractor safety training coverage rate	%	100
Total contractor safety training sessions	/	4,773

Occupational safety and health

Jinmao Services adheres to the *China Jinmao Occupational Health Management Standards* and institutes 52 internal regulations, including the *Occupational Health Management Standard of Jinmao Services* , to refine the ISO 45001 Occupational Health and Safety Management System, ensuring employee safety in accordance with laws and regulations. The Company places great importance on the physical and mental well-being of employees. The Company provides annual physical examinations and professional health management consultation services, and implements protective measures in occupational disease prevention, operational standards, and emergency response to help mitigate the potential impact of the work environment and operational processes on employees' health. In 2025, the Company added 122 certified first aid responders, bringing the total to 435; installed 38 additional AEDs, bringing the total to 57; and established more than 230 Health Stations, forming a comprehensive and responsive health support network.

In 2025, Jinmao Services' Nanjing Center City Project was awarded the honorary plaque of "Nanjing Enterprise of Employee Health".



Honorary plaque of "Nanjing Enterprise of Employee Health"

Occupational health goal:Zero new cases of occupational disease.

Occupational health overview for 2025

Indicator	Unit	Data of 2025
Employee health examination coverage	%	100
Amount allocated for occupational injury insurance for employees	RMB 10,000	144.75

Adhering to the philosophy of "prevention first, health priority," the Company guides employees toward adopting healthy lifestyles by promoting scientific diets, providing fitness facilities, and offering psychological support. Each regional office organizes distinctive activities tailored to local characteristics. — for example, the Nanjing team collaborated with local hospitals to conduct free health clinics, the Shanghai team organized public lectures on heart health, and the Qingdao team launched fun fitness campaigns, "Weight Management Year" —to precisely address employees' diverse health needs. Throughout the year, the Company maintained a zero occupational disease incidence rate, and employees' health literacy improved significantly.

Occupational health and safety training in 2025

Indicator	Unit	Data of 2025
Total employee occupational health and safety training participants	/	35,509
Total employee occupational health and safety training hours	hour	28,407
Total employee occupational health and safety training coverage rate	%	100
Total employee occupational health and safety training sessions	/	874
Total contractor occupational health and safety training participants	/	19,266
Total contractor occupational health and safety training hours	hour	17,312
Total contractor occupational health and safety training coverage rate	%	100%
Total contractor occupational health and safety training sessions	/	697

Safety culture development

The Company routinely organizes safety awareness campaigns and emergency drills to continuously enhance employees' safety awareness and emergency response capabilities. In 2025, leveraging the Occupational Disease Prevention and Control Law Awareness Week, the Company organized 321 themed presentations throughout the year, distributed 1,951 copies of promotional materials, and reached nearly 13,000 employees, effectively raising awareness of occupational disease prevention and understanding of relevant regulations among all employees. Addressing key risk scenarios such as acute chemical poisoning and occupational heatstroke, the Company organized 338 specialized emergency drills throughout the year, involving 6,363 participants, which significantly strengthened the practical response capabilities for sudden incidents. Through the continuous development of diverse safety culture initiatives, the Company has gradually fostered a safety culture characterized by full employee participation and a strong emphasis on prevention.

In 2025, the Jinmao Services Taizhou Fengcheng Jinmao Palace project won the Outstanding Organization Award at the Taizhou Micro-Fire Station Skills Competition Among Key Units.



Mini-fire station skills competition

Promoting Employee Growth and Care

Employee training

Jinmao Services is committed to establishing a comprehensive talent development system that provides employees with diverse career paths and all-around support for their growth. Through systematic training programs, clear career development pathways, and ongoing initiatives that prioritize employee well-being, the Company builds a broad platform that integrates professional growth with a supportive environment, helping employees realize their self-worth while aligning their personal development with the Company's growth.

Upholding the spirit of Sinochem in the new era, the Company systematically builds talent development system with strategic implementation as mission, organizational efficiency as driving force, and cultural heritage as foundation. By promoting horizontal talent exchange across departments and strengthening vertical capacity building at all employee levels, the Company is committed to building a talent pool that is highly aligned with the Company's strategy. The Company has established a comprehensive employee development and training management system. As the highest decision-making and supervisory body, the Board of Directors reviews key training strategies and outcomes through annual thematic meetings and other formats. The Party, Mass Organizations, and Human Resources Department coordinates the planning of the training system, formulates annual training plans, and organizes implementation and evaluation to ensure the implementation of Board decisions.

In alignment with the Company's development strategy, the Company has formulated and implemented the *Employee Training Management Standards of Jinmao Services*, establishing a comprehensive talent development system. During the training process, the Company emphasizes the evaluation of training outcomes and feedback. By combining objective assessments with subjective opinions, the Company gauges employee preferences and satisfaction regarding management, professional, and general courses, identifies individual competency development needs and organizational development issues, and continuously optimizes training content and formats accordingly.

The Company conducts systematic internal training for all employees. Tailored to the competency requirements of different levels and positions—including succession talent, new graduates, specialized professionals, and skilled workers—the Company has designed and implemented a diverse range of training programs. Leveraging a closed-loop management mechanism, the Company ensures that training outcomes are effectively translated into organizational effectiveness and personal growth, thereby building a high-caliber talent pool.

Employee internal training program

Type	Content
Empowerment training for management trainee	We systematically conduct induction bootcamps (25 sessions), on-the-job empowerment programs, and position-specific performance reviews (24 sessions). Through military-style training, cultural orientation, and job rotation, we facilitate their transition into the workplace and integration into the organization, supplemented by regular interviews to ensure ongoing support.
Induction training for new hires	Three sessions of the “New Hires and New Roles Program” intensive training are conducted throughout the year to accelerate new employees’ cultural alignment and role transition.
Core talent pipeline development	Through multiple training and empowerment program specialized empowerment is provided to the core talent pipeline to ensure a sufficient talent reserve and supply for key positions.
Skills enhancement training for frontline employees	Online, we leverage the corporate learning platform to conduct regular monthly learning and assessment sessions to solidify the foundational business skills of all employees; offline, we organize basic business competency enhancement training focused on 100 key business personnel, incorporating copyrighted certification resources such as the Golden Key program to significantly improve service professionalism and perceived quality.

The Company places high importance on leadership development for management, and focuses on core leadership training programs to enhance the strategic vision, team management, and business decision-making capabilities of managers at all levels.

Leadership training program

Type	Content
Lingyun Plan	This plan is designed around three dimensions:Effective Management, Methodical Management, and Problem-Solving. Through premium classes and business case studies, this plan broaden participants’ perspectives and enhance their overall management skills.
Dianjin Plan	With the training goals of Understanding Customers"Demands, Running Businesses Well, and Enhancing Managerial Expertise, this plan offers multiple instructional formats—including external high-quality management courses, internal specialized business training, and executive roundtables—to achieve simultaneous improvement in both business and management capabilities.
Non-HR and Non-financial Skills Teaching	Focusing on the core responsibilities—Managing Talents, Managing Tasks, and Managing Finances—this plan conduct specialized empowerment training for key managers and leadership teams of business units.

Number and proportion of full-time employees trained

Employee structure		Data of 2025
By gender	Number of male employees trained	1,165
	Percentage of male employees trained(%)	100
	Number of female employees trained	710
	Percentage of female employees trained (%)	100
By rank	Number of senior management trainees	7
	Percentage of senior management trained(%)	100
	Number of trainees for middle management	268
	Percentage of middle management trained (%)	100
	Number of grassroots employees trained	1,600
	Percentage of grassroots employees trained (%)	100

Total training hours of full-time employees

Employee structure		Data of 2025
By gender	Training hours of male employees (hour)	55,920
	Training hours of female employees (hour)	34,080
By rank	Training hours of senior management (hour)	1,782
	Training hours of middle management (hour)	14,036
	Training hours of grassroots employees (hour)	74,182
By geographical region	Training hours for functional employees in headquarters (hour)	10,016
	Training hours for employees of Beijing Central City Branch (hour)	20,057
	Training hours for employees of Shanghai Central City Branch (hour)	17,164
	Training hours for employees of Changsha Central City Branch (hour)	13,400
	Training hours for employees of Chongqing Central City Branch (hour)	4,392
	Training hours for employees of Guangzhou Central City Branch (hour)	0
	Training hours for employees of Nanjing Central City Branch (hour)	12,024
	Training hours for employees of Qingdao Central City Branch (hour)	6,248
	Training hours for employees of Xi' an Central City Branch (hour)	6,035
	Training hours for employees of Huimao Building Technology (Beijing) Co., Ltd. (hour)	138
	Training hours for employees of Maotong Property Management (Shanghai) Co., Ltd. (hour)	526

Average training hours of full-time employees

Employee structure		Data of 2025
By gender	Average training hours of male employees (hour)	48
	Average training hours of female employees (hour)	48
By rank	Average training hours of senior management (hour)	54
	Average training hours of middle management (hour)	58
	Average training hours of grassroots employees (hour)	46.4

Employee care

In accordance with the *Employee Care and Support Implementation Measures of Jinmao Services (Trial)* , the Company encourages employees to achieve a work-life balance by establishing and improving mechanisms for social activities, club operations, and cultural and sports programs. In 2025, the Company meticulously developed the employee care brand Four Seasons of Care. By organizing diverse initiatives such as team-building activities, sports competitions, and themed festivals, the Company fosters a positive, enterprising organizational atmosphere and continuously strengthens employee cohesion and loyalty.

Case Study

Employee team-building event - Shining Together, Winning the Future

In September 2025, Jinmao Services organized the annual “Shining Together, Winning the Future” employee team-building event in Yanqing, Beijing. The event integrated revolutionary history education with team-building activities, taking all employees on a visit to the Pingbei Anti-Japanese Army War Memorial Hall to conduct patriotic education on the occasion of the 80th anniversary of the victory in the War of Resistance Against Japanese Aggression. During the team-building segment, group challenges effectively honed employees’ rapid decision-making, efficient collaboration, and problem-solving skills. This strengthened team cohesion and fostered a practical mindset for overcoming difficulties, further invigorating organizational vitality and employees’ spirit of striving.



Employee team-building event - “Shining Together, Winning the Future”

The Company regularly conducts assistance programs for employees facing difficulties, continuously enhancing their sense of security, happiness, and belonging. The Company regularly organizes heartwarming initiatives such as the Frontline Sprint Care Packages, delivering supplies and providing on-site support to promptly convey the organization’ s warmth. As of the end of the reporting period, the Frontline Sprint Care Packages initiative had covered over 310 projects and provided support to more than 5,400 frontline employees.

Case Study

Frontline employee care Initiative “Winter Warmth”

In November 2025, the Company held a special outreach campaign “Winter Warmth ”, reaching over 1,250 frontline employees across various projects. Leaders of each project (group) visited work sites such as security posts, equipment rooms, and park roads to deliver winter care packages containing food supplies and hot ginger tea to employees. They also worked alongside employees on-site, strengthening the frontline employees’ sense of belonging and team cohesion.



Employee care initiative “Winter Warmth”



Jinmao Property Services Co., Limited

Sincerity . Win-win Cooperation

04



Jinmao Services consistently grounds sustainability efforts in close collaboration with all stakeholders. We are committed to improving customer satisfaction, promoting responsible supply chains, deepening industry-wide collaboration, and building a long-term, mutually beneficial value ecosystem with our customers, suppliers, and partners.

Response to SDGs

Response to HKEX ESG Metrics A1.1

B5.1/B5.2/B5.3/B5.4/B6.2/B6.5/B8.1/B8.2

Key Performance Highlights

In 2025, the Company maintained a customer satisfaction score of **90** in property services and energy O&M.

In 2025, the Company recruited **268** customer experience officers and distributed **3,200+** early-warning orders, effectively reducing complaint rate.

Winning Customer Recognition

Jinmao Services consistently grounds sustainability efforts in close collaboration with all stakeholders. We are committed to improving customer satisfaction, promoting responsible supply chains, deepening industry-wide collaboration, and building a long-term, mutually beneficial value ecosystem with our customers, suppliers, and partners.

Customer health and safety

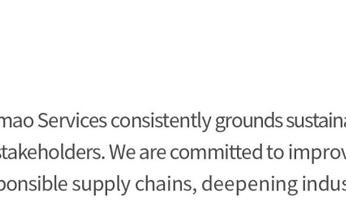
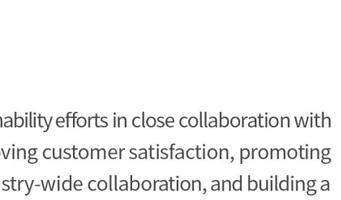
Jinmao Services adheres to the principle of "Safety First, Life Above All", and deeply integrates health and safety management into every stage of property services. The Company consistently implements the *Health and Safety Management Policy of Jinmao Services*, promotes the deepened application of the FORUS system in operational scenarios, and systematically enhances risk prevention and emergency response capabilities to create a safe and secure community environment for property owners.

Consolidating safety management

The Company launches a campaign to address the root causes of workplace safety issues, and strengthens risk identification and mitigation in key areas and critical processes. Through initiatives such as the 100-Day Safety Competition and the Winter Safety Protection Campaign, the Company ensures that safety management responsibilities are implemented at every level, focusing on preventing and resolving various safety hazards to solidify the foundation of community safety.

Enhancing emergency response capacity

The Company establishes a full-process emergency management mechanism covering pre-incident prevention, in-incident response, and post-incident recovery, and designates dedicated safety management positions. In accordance with internal regulations such as the *Emergency Management Standards* and the *Comprehensive Emergency Response Plan for HSE Accidents*, the Company regularly organizes multi-scenario, realistic emergency drills, including fire evacuation, flood control and rescue, and elevator entrapment rescue, to continuously hone the emergency response team's collaborative handling capabilities. At the same time, the Company strengthens coordination with local fire and emergency response departments, routinely conducts fire safety inspections at all projects, and organizes drills with the participation of property owners to enhance the safety awareness and self-rescue and mutual aid skills of both the property service team and the community.

Fire drill

In 2025, the company had 27 full-time safety management employees and conducted 5,304 safety emergency drills.

Higher customer satisfaction

Jinmao Services embraces the principle that customer demand is our pursuit, and remains committed to improving service quality and optimizing the customer experience management system. By refining regulations such as the *Customer Evaluation Management Standards of Jinmao Services* and the *Reference Guidelines for Customer Service Process Evaluation of Jinmao Services*, the Company strengthens the customer service management framework, enhances the maintenance of customer relationships throughout the entire process, and consistently launches special initiatives for quality improvement and innovative service upgrades, all dedicated to enhancing the customer service experience.

The Board of Directors of Jinmao Services serves as the highest authority for customer service matters. The Company has established the Jinmao Services Customer and Product Research Committee, chaired by the Company's General Manager. The Company has formulated the *Customer and Product Research Committee Rules of Jinmao Services*, which deeply embody customer-centric corporate values and standardize review procedures for key stages of customer research, customer service, and service product development.

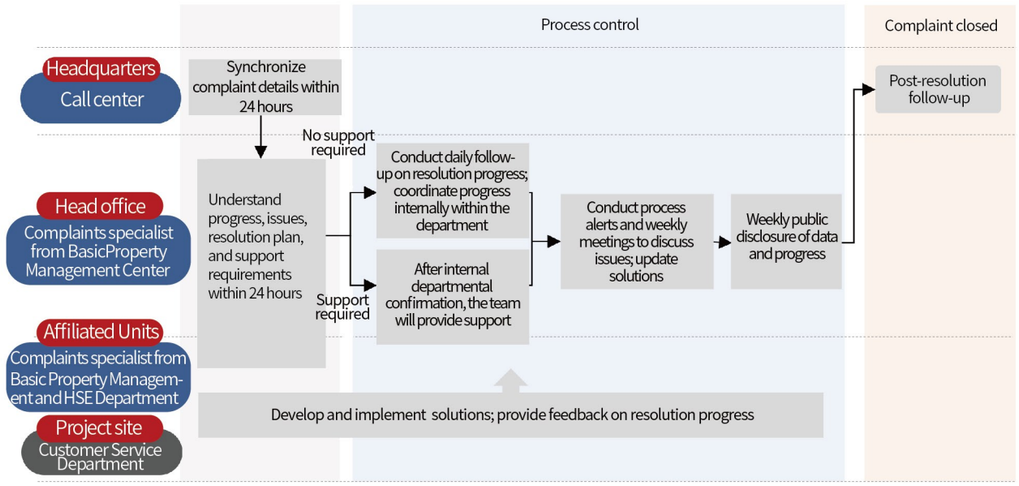
In 2025, customer satisfaction rated in property services and energy operation and maintenance remain at 90 points.

Customer compliant management

The Company strictly complies with the *Customer Demand Operations Management Standards* and the *Customer Complaint Handling Operations Management Standards*, continuously optimizing complaint management mechanisms. We have established a four-tier complaint management mechanism spanning headquarters, regional headquarters, business units, and project units, enabling end-to-end management from the initiation of complaints through process control to post-resolution follow-up. Focusing on the closed-loop management of work orders, the Company systematically formulates and implements four management rules, establishes quantitative metrics and red light supervision mechanism, and simultaneously enhances the professional capabilities of frontline employees in issue resolution through two business empowerment measures. We have established a work order discipline enforcement mechanism extending from the regional headquarters to the business units to reinforce accountability for complaint resolution and improve the quality of closed-loop management. In 2025, we implemented six process control measures to enhance the efficiency of customer information response and handling, achieving an overall work order timely response rate of 96% and a complaint timely response rate of 91% for the year.

The Company maintains a weekly escalation management system for major, high-profile, recurring, and overdue complaints, and conducts monthly headquarters briefings and on-site verifications for abnormal cases to continuously drive service improvements and quality enhancements. Additionally, the Company establishes a mechanism for the regular analysis of typical complaint cases, using post-incident reviews to summarize experiences and effectively prevent the recurrence of similar issues.

In 2025, there were 10,989 customer complaints, with 2.99 complaints per RMB million in revenue, and a closure rate of 100%.



Complaint Case Analysis Mechanism

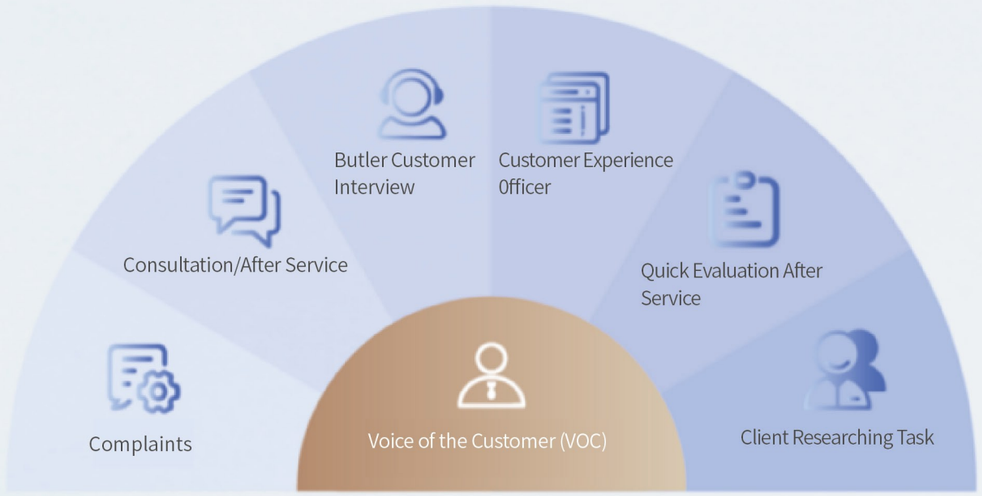
Listening to voices of customers

The Company continues to employ the VOC (Voice of the Customer) operation system, and routinely collects and analyzes customer feedback through six channels. By integrating this data with customer satisfaction survey results, the Company forms a closed-loop management mechanism that spans from problem identification to improvement, driving the continuous optimization of customer experience. In 2025, the Company conducted monthly customer satisfaction surveys through a third-party organization, covering dimensions such as property services, technology systems, and services for long-term residents. The overall satisfaction score for the year was 89 points.

In 2025, we enlisted 268 customer experience officers and issued 3,200 early-alert work orders, effectively minimizing complaint rates

VOC Collection Plan

Composed of customer experience officers, complaints, inquiries, assistance requests, insights into customer research experience projects, and steward-customer interviews, this system ensures each piece of customer feedback is treated seriously and addressed promptly



Voice of the Customer (VOC)

To continuously improve customer satisfaction and service perception, the Company has systematically planned and implemented a series of quality improvement actions centered on the full lifecycle of the customer service experience. Through efforts such as optimizing the customer service experience, launching a 100-day quality improvement campaign, and conducting targeted rectification of low-scoring items, the Company drives service upgrades from multiple angles, using refined operations to enhance both the warmth and professionalism of services. The Company focuses on four key experience dimensions—Travel Companionship, The Comfort of Home, Thoughtful Service, and Service Integrity—to coordinate and implement 26 service initiatives. In 2025, the Company conducted over 100,000 in-home service visits, including over 8,000 Green Shield home visits, consistently delivering service value and brand warmth.



In-home service

Customer privacy protection

The Company strictly enforces regulations such as the *Management System for Customer Information Achieves* and the *Data Maintenance Assessment Measures V3.0* , while continuously refining the Operational Guideline for Customer Information Management. The Company strengthens information security management mechanisms and evaluation systems to enhance the ability to respond to information security risks. By incorporating the protection of customer personal information into daily training, the Company continuously reinforces awareness of information security and privacy protection among all employees.

Responsible marketing

The Company strictly complies with relevant laws and regulations, including the Advertising Law of the People's Republic of China and the Provisions on the Release of Real Estate Advertisements, and standardizes marketing activities in accordance with the Responsible Marketing Policy of Jinmao Service. The Company adheres to integrity as foundation, effectively safeguards customers' rights to information and choice, and strictly prohibits false or exaggerated claims. In 2025, the Company continued to conduct responsible marketing training across all marketing operations to enhance employees' awareness of compliance.

Creating Responsible Supply Chain

The Company positions the supply chain as "a business-enabling unit that achieving cost reduction and efficiency improvement while ensuring compliance supporting business-empowered units for income increase". The Company is committed to implementing five-year supply chain development strategic plan, advancing supply chain capabilities through institutional improvements, standardization, and the establishment of a full-cycle management system, with the goal of building a resilient, green, and sustainable supply chain system.

Five-Year Plan for supply chain management

Phase 1 (2023)	Phase 2 (2024-2025)	Phase 3 (2026-2027)
Development of Supply Chain Infrastructure	Upgrade of Standardized Supply Chain System	Implementation of Full Supply Chain Management and Development of Resource Ecosystem
Laying the foundation	Lean management	Ecological empowerment
· Consolidate the foundation of the supply chain management system across the board · Develop supply chain management tools to process data · Ensure legal and compliant supply chain operations to enhance management efficiency	· Coordinate resources with similar demands for unified action to reduce costs and improve efficiency · Drive supplier standardization and centralization to improve lean management	· Enable the seamless exchange of supply chain resources to support revenue growth · Fully integrate supply chain resources to strengthen competitive edge
Lay the Foundation | Ensure Compliance	Cost Reduction and Efficiency Improvement | Lean Operations	Contribution to Revenue Growth | Support for Expansion

Supplier management

Jinmao Services places high importance on supply chain management and strictly complies with national laws and regulations such as the *Bidding Law of the People's Republic of China* and the *Anti-Monopoly Law of the People's Republic of China*, striving to build mutually beneficial and long-term stable supply chain partnerships. The Company develops regulations, including the *Jinmao Services Supply Chain Management Standards*, the *Jinmao Services Management Rules for Biding and Procurement*, the *Jinmao Services Supplier Management Rules, and the Jinmao Services Supply Chain Management Audit, Inspection, and Accountability Rules*. These clearly define procurement standards, process specifications, and supplier management procedures, establishing a management system that covers the entire supplier lifecycle to effectively ensure the compliance, transparency, and effectiveness of supply chain operations.

Supplier access	**Supplier Development Plan:** Procurement and tendering departments at all levels coordinate to develop plans for supplier access and expansion, taking into account specific business needs and the distribution of existing suppliers. **Supplier Pre-qualification:** Potential suppliers must pass a multi-dimensional review process that includes qualification review, capability assessment, credit evaluation, and access audit. They must also submit certifications and documentation regarding their environmental management systems and fulfillment of social responsibilities. **Supplier Inspection and Onboarding:** The Company organize on-site inspections of suppliers, covering verification of qualification authenticity, review of past performance, conditions of office and production facilities, warehouse management standards, and fulfillment status of ongoing or completed projects. If any non-conformities are identified during these assessments, a comprehensive assessment is made regarding inclusion in the supplier roster based on the severity of the issues.
Supplier performance evaluation	**Performance Evaluation Objects:** Evaluating performance contracts and performance suppliers. Supplier performance may be assessed indirectly based on their performance of the contract (main contract), or directly through specialized evaluations and scoring based on the supplier's overall collaborative performance. **Evaluation Scope:** We clearly define specific circumstances under which evaluation is mandatory and cases where it may be exempted. **Supplier Evaluation Categories and Frequency:** We employ comprehensive, multi-dimensional evaluation approach for suppliers, covering environmental performance and social responsibility fulfillment. Evaluations are conducted according to established cycles, covering cooperative trial period, assessments during contract execution, and annual overall performance evaluations. **Application of Supplier Evaluation Results:** Suppliers are managed through a tiered system based on performance evaluation results. These results serve as a key basis for determining whether a supplier will continue to be invited to participate in collaborations, maintain the partnership, or have the relationship terminated.
Supplier rading	**Rating Procedures and Criteria:** Supplier ratings are categorized as Excellent, Good, Qualified, and "Unqualified, to systematically distinguish suppliers' performance capabilities and overall performance. **Establishment of Excellent Suppliers:** We screen suppliers for key procurement categories using high standards and quality requirements to ensure the best are selected from the best, achieving excellence in every selection, and establishing a supplier pool for key procurement categories. **Policies for Good and Qualified suppliers:** Suppliers rated as Good or Qualified will have their performance-closely monitored, provided with guidance and support to focus on sustainable procurement and fulfill social responsibilities, boost their quality and efficiency, and may be eligible for contract renewals within the overall contract term. **Elimination of Unqualified Suppliers:** Suppliers rated as Unqualified will be moved to restricted supplier list. Suppliers that fail to meet basic requirements in environmental management and social responsibility will, in principle, no longer be eligible for future collaborations.
Supplier rewards and penalties	**Supplier Incentives:** Suppliers rated as Excellent will be eligible for the Company's standardized incentive policies for that year. If any major compliance or contractual violations occur during the incentive period, the Company will revoke the incentive eligibility based on the severity of the violation. **Supplier Penalties:** If supplier violations are identified in any project/functional department, factual materials must be compiled and submitted to the relevant procurement department. Upon verification, appropriate disciplinary procedures against the non-compliant supplier will be taken according to company policies and contractual agreements.

Supplier management rules

To address supply chain disruptions caused by emergencies or force majeure, the Company establishes policies for emergency procurement procedures. Through emergency procurement, the Company ensures continuous supply and a safe and resilient supply chain.

In 2025, there were no incidents with significant risks and impacts in the Company's supply chain.

In 2025, the Company cooperated with 1,319 suppliers, with 779 suppliers screened using environmental criteria and 1,054 using social responsibility criteria.

Number of suppliers by region

Region	Unit	Number of Suppliers
South China	/	90
East China	/	580
North China	/	307
Central China	/	131
Northeast China	/	4
Southwest China	/	116
Northwest China	/	91
Hong Kong SAR, Macao SAR, and Taiwan	/	0
Total	/	1,319

Sustainable supply chain management

Jinmao Services actively promotes collaborative improvement among suppliers in integrity and compliance, safety and quality, and green and low-carbon practices. The Company adheres to the *Jinmao Services Sustainable Procurement Policy*, continuously standardizing cooperation with all suppliers. The Company regularly conducts integrity and anti-corruption education sessions, audit and risk prevention forums, and monthly compliance training to effectively prevent commercial bribery, fraud, and other misconduct, thereby jointly fostering a cooperative environment characterized by integrity, transparency, and efficiency. In 2025, the signing rate of Jinmao Services' Transparent Procurement Agreement reached 100%. Concurrently, in coordination with China Jinmao's overall planning, Jinmao Services conducts targeted inspections of supplier violations through specialized campaigns addressing typical issues in bidding and tendering processes.

In accordance with internal regulations such as the *Jinmao Services Management Rules for Bidding and Procurement*, the *Jinmao Services Supplier Management Rules*, the Company strictly enforces material screening and inspection procedures during project development to ensure that all materials meet quality and safety standards. Materials that fail to meet standards are resolutely required to be rectified or removed, comprehensively safeguarding the environmental sustainability, construction safety, and economic efficiency of projects.

Jinmao Services systematically integrates the ESG lifecycle concept into procurement management, and incorporates environmental performance into the supplier lifecycle management system. The Company prioritizes suppliers with green building material certifications, equipped with energy-saving and emission-reduction facilities, and with no major safety or environmental incidents in the past three years. During on-site inspections, the Company focuses on ESG indicators such as the environmental attributes of raw materials, low-carbon performance in production processes, and employee health and safety. At the same time, the Company establishes a regular ESG assessment mechanism for suppliers, incorporating green performance into a tiered evaluation system. By strengthening positive incentives and continuously optimizing the supplier structure, the Company drives the overall transformation of the supply chain toward a green, low-carbon, and sustainable direction.

Enhancing Cooperation and Exchanges

Jinmao Services actively builds a multi-stakeholder collaboration platform integrating government policy guidance, industry foresight, innovative research from universities, and practical experience from companies. The Company establishes efficient coordination mechanisms with all relevant parties to achieve complementary strengths and promote co-creation and shared benefits. The Company has established solid cooperative relationships with numerous companies in research, manufacturing, and finance.

Case Study

Jinmao Services delivers a keynote speech at the IFM Integrated Facilities Industry Summit

In November 2025, Jinmao Services attended the Shenzhen (International) Enterprise Administrative Logistics Procurement Expo and delivered a keynote speech titled "From 'Space Management' to 'Ecosystem Empowerment': The Value Evolution of IFM Services" at the "IFM Integrated Facilities Management Industry Summit," providing the industry with an thorough analysis of the future trajectory of integrated facilities management.



IFM Integrated Facilities Industry Summit

Confidence . Compliant Operation

05



Guided by our mission of "adhering to long-term doctrine and promoting long-term value growth", we strictly abide by laws, regulations, and regulatory requirements of our listing jurisdiction. Built on our modern, sound corporate governance system characterized by integrity, compliance, and clean, efficient operations, we safeguard the rights of investors and consistently enhance our corporate value.

Response to SDGs

Response to HKEX ESG Metrics A1.1

B6.3/B7.1/B7.2/B7.3

Key Performance Highlights

In 2025, **2** results announcements, **42** investor communication events, and **2** shareholders' meetings were held

In 2025, the number of employees who received anti-corruption policy training was **1,875**, with **100%** of senior management participating in such training.

Strengthening corporate governance

Jinmao Services complies with the Company Law of the People's Republic of China and upholds the principles of sustainable development. We continuously refine corporate governance structure and operational systems, ensuring standardized operations through institutional safeguards to create sustainable long-term value for stakeholders, including shareholders, clients, and employees.

The Company places significant emphasis on Board diversity and optimal composition, taking a holistic approach to consider multiple dimensions—including professional expertise, gender, age, cultural background, education, ethnicity, professional experience, independence, knowledge structure, and tenure—when appointing Board members. To ensure the Board's composition remains robust, the Compensation and Nomination Committee conducts a comprehensive review of the Board's structure, size, membership, and diversity at least annually, striking a balance between professional competence and diverse perspectives.

As of the end of the reporting period, the Company's Board of Directors comprised 8 members with expertise spanning law, finance, business administration, and human resources. This includes 3 independent directors and 2 female directors. The average tenure of Board members was 2.7 years, with a standard deviation of 8.4 years among directors, supervisors, and senior management, and female executives accounting for 12.12% of the total.

In 2025, Jinmao Services held 4 Board meetings, achieving a 100% attendance rate—no director attended fewer than 75% of meetings—and 9 written resolutions were adopted. The Audit Committee convened 3 meetings, while the Compensation and Nomination Committee and the Strategy and ESG Committee each adopted 4 written resolutions.

To support the Board's sustained, efficient operation, the Company has established a systematic annual evaluation mechanism to review and enhance Board effectiveness. Annual performance evaluations of directors are conducted using a combination of self-assessment and peer review, focusing on integrity, professional competence, performance, and ethical conduct. Evaluations prioritize directors' actual performance in safeguarding shareholder interests, driving corporate development, making independent and prudent decisions, exercising due diligence, and upholding compliance and ethical standards. The evaluation scope covers all directors, senior management, the secretary, and heads of relevant support and administrative departments. Additionally, the Company conducts an annual assessment of the maturity of internal control system, which includes a review of Board effectiveness. This assessment evaluates key metrics such as the standardization of Board establishment and operations, the clarity of responsibilities between the Board and management, and the effectiveness of investor communication mechanisms.

Protecting investors' rights

Information disclosure

Jinmao Services prioritizes investor rights protection as comerstone of sound development. To this end, the Company adheres to transparent operations, disseminating core business information to investors through standardized disclosure practices, and proactively engages with investors to address market concerns and foster constructive interaction.

The Company strictly complies with applicable laws, regulations, and internal policies, promptly publishing annual and interim reports, as well as other required disclosures, through channels including the Hong Kong Exchanges' HKEXnews platform and the Company's official website. We fully fulfill our disclosure obligations, ensuring all disclosed information is complete, accurate, and compliant. This enables stakeholders to access timely updates through transparent established channels, fully safeguarding their right to information and providing the necessary data for informed decision-making—ultimately fostering a trust-based, mutually beneficial communication ecosystem.

In 2025, 2 financial reports (2024 Annual Report and 2025 Interim Report) were released.
In 2025, 48 announcements were published on the SEHK, and all 48 were updated synchronously to the Investor Relations section of the Company's website.

Investor relations

Jinmao Services is committed to building a comprehensive investor communication framework. We maintain open, efficient communication with investors via channels such as the investor relations email and hotline, addressing their inquiries promptly. Simultaneously, we deepen constructive engagement by regularly updating the shareholder register, conducting periodic visits to major shareholders and analysts, and actively participating in roadshows and strategy meetings organized by securities firms. These efforts ensure the Company's value proposition is communicated comprehensively, enhancing positive market reputation.

In 2025, The Company held 2 results announcements, 42 investor communication events, and 2 general meetings of shareholders.

Tighter Risk Control

Risk management

To navigate complex, rapidly evolving market conditions, Jinmao Services continuously refines risk management system, strengthens front-end governance, and ensures timely, effective risk prevention and response, laying a solid foundation for stable business operations.

In line with the Risk Management Measures, the Company evaluates the risk prevention and control capabilities of all managed projects across five key areas: legal compliance, quality and safety, engineering maintenance, internal operations, and financial control. This approach centralizes risk assessment, standardizes risk monitoring, and ensures the quantifiability of risk control outcomes. The Audit Committee, authorized by the Board of Directors to oversee risk management, proactively or at the Board's request, reviews key findings from risk management and internal control investigations, as well as management's responses to such findings.

In 2025, the Legal Department was deeply involved in risk prevention and control efforts, and reviewed 207 agenda items at operation management meetings throughout the year. The Legal Department proactively identified and guided business units in addressing potential major legal risks, issuing 3 legal opinions to support compliance-driven decision-making. Concurrently, the Company compiled Jinmao Services Risk Control Management Case Studies, using real-world scenarios to enhance risk control awareness and corporate governance capabilities across all employees, further strengthening the legal risk defense line.

Internal control

Jinmao Services continues to strengthen internal control system by formulating annual audit work plans and proposals, enhancing internal audit capabilities, and rigorously implementing corrective actions to improve the quality and effectiveness of internal controls. In 2025, the Company revised *Jinmao Services Management Red Lines*: four new red lines were added for core and value-added business modules, two red lines for supply chain management were streamlined, and one red line for audit management was edited out. The revised framework now comprises 55 management red lines, further tightening the internal control governance structure.

To improve operational efficiency, the Company focuses on underperforming project management by leveraging robust comprehensive oversight system to innovate and implement an audit mechanism for underperforming projects. This mechanism focuses on project revenue and expenditure, root causes of underperformance, and subsequent rectification requirements. A team of core professionals is established to conduct targeted audits and inspections, enabling the accurate identification of management vulnerability and the refinement of operational mechanisms. Combining specificity, timeliness, and efficiency, this mechanism has become a powerful complement to internal control oversight system.

In 2025, the Company organized 28 legal training sessions covering compliance management, commercial collection litigation, and commercial insurance underwriting, effectively enhancing the workforce's awareness of legal compliance and risk management capabilities.

Uphold Business Ethics

Jinmao Services adheres the to relevant regulations of China Jinmao, including the *Management Measures for Petition* and *Whistleblowing and Implementation Rules for Supervision and Enforcement of Discipline Inspection*. The Company also formulates internal policies such as the *Jinmao Services Administrative Measures for the Supervision and Enforcement of Discipline Inspection Commission* the *Jinmao Services Administrative Measures for Discipline Inspection, Petition and Whistleblowing* and *the Jinmao Services Code of Business Conduct*. We explore deeper into the linkage of discipline, inspection, and auditing, deepenour integrated supervision system, and extend supervision to our branches. By maximizing supervisory synergies, we intensify the mechanismthat officials do not have the audacity, opportunity, or desire to be corrupt. In advancing Party conduct, integrity building, and anti-corruption efforts, the Board of Directors is clearly designated as the highest responsible body. The Party Secretary and Chairman bear primaryresponsibility, while the Secretary of the Discipline Inspection Commission and the Deputy General Manager serve as responsible leaders. Guided by this framework, the Company continuously advances comprehensive and strict Party governance and the development of Party conduct and integrity. Additionally, the Company regularly assesses andcontrols embezzlement risks, as well as antitrust and fair competition risks, dynamically identifying potential hazards and optimizing control strategies to ensure sound business development.

The Company intensifies efforts to promote Party conduct and integrity. Upholding the principle of educating through real-world cases, the Company uses regular meetings to guide managers at all levels in strengthening their disciplinary awareness and defenses.

Case Study

Party conduct, integrity & anti-corruption conference and cautionary lesson education sessions

In March 2025, the Company organized a Party conduct, integrity & anti-corruption conference; a follow-up specialized cautionary education session was held in July. Both events were attended by over 500 participants, including members of Party Committee leadership team, heads of functional departments, leadership teams of subsidiary branches, and personnel in sensitive roles such as discipline inspection, human resources, finance, and procurement. Through in-depth analysis of typical cases and reaffirmation of disciplinary requirements, the sessions continuously strengthened employees' awareness of professional integrity and promoted the in-depth advancement of comprehensive and strict Party self-governance.



Cautionary lesson education sessions

The Company actively delivers business ethics and anti-corruption training to all employees and senior management, advancing integrity education in a tiered and targeted manner. In 2025, three integrity training sessions were conducted for newly hired managers and employees, covering central disciplinary regulations and internal anti-corruption and integrity systems. In July, training on the guidance of the Central Committee' s Eight-Point Decision was provided to senior management, achieving 100% coverage of anti-corruption policy training and effectively enhancing compliance awareness and ethical standards across the entire workforce.





Integrity training

The Company also prioritizes antitrust and fair competition as key pillars of compliant operations, ensuring market competition order through institutional frameworks and regular training. A comprehensive antitrust management organizational structure has been established, with the Board of Directors as the highest authority for antitrust governance, the General Manager as the chief responsible officer, and dedicated roles assigned to oversee antitrust-related work.

Business ethics performance in 2025

Indicator	Unit	Data of 2025
Total number of corruption lawsuits filed and resolved	Case	0
Anti-corruption training[1]		
Number of employees receiving anti-corruption policy training	person	1,875
Percentage of employees receiving anti-corruption policy training	%	100
Number of middle-level managers receiving anti-corruption policy training person	person	268
Percentage of middle-level managers receiving anti-corruption policy trainingAnti-monopoly and fair competition training	%	100
Number of senior management receiving anti-corruption policy training person	person	7
Percentage of senior management receiving anti-corruption policy training	%	100
Anti-monopoly and fair competition training		
Number of employees receiving anti-monopoly and fair competition training	person	1,875
Percentage of employees receiving anti-monopoly and fair competition training	%	100
Number of senior management receiving anti-monopoly and fair competition training	person	7
Percentage of senior management receiving anti-monopoly and fair competition training	%	100

For reports and complaints, the Company is uniformly guided and managed by the Jinmao Services Petition and Stability Maintenance Leading Group, chaired by the General Manager, with the Deputy Party Secretary or the leader in charge of comprehensive management as Deputy Chair, and members including heads of various departments. The Company handles related matters in accordance with internal policies such as the "*Jinmao Services Detailed Rules for Petition and Stability Maintenance* and the *Emergency Response Plan for Petition and Stability Maintenance* . Additionally, the *Jinmao Services Code of Business Conduct* is published on the Company' s official website, detailing reporting channels and methods for both internal and external stakeholders. The Company encourages employees, clients, suppliers, partners, and regulators to report any violations of business ethics—including professional integrity breaches, unfair competition, and abuse of authority—by any level of the Company, departments, or employees. The Company strictly prohibits any form of intimidation, retaliation, or reprisal against whistleblowers and provides legal support and protection when necessary.

Discipline Inspection Commission Hotline：010-59368198； 010-59368030

Reporting Email: jmfwjb@sinochem.com

1：In accordance with company regulations, anti-corruption policy training must be provided to all employees. The discrepancy between the relevant data for the reporting period and the 2024 data is due to employee turnover. The change in the unit of measurement for the "number of employees receiving anti-corruption policy training" indicator is attributable to adjustments in the statistical scope and methodology.

Protection of Intellectual Property Rights

Jinmao Services strictly complies with the *Intellectual Property Law of the People's Republic of China* and the *Trademark Law of the People's Republic of China*. The Company formulates and implements the *Jinmao Services Standards for Intellectual Property Rights Management* and the *Jinmao Services Standards for Trademark Management*, to define detailed procedures for intellectual property (IP) governance. A comprehensive end-to-end workflow has been established, covering the application, registration, and maintenance of trademarks, patents, and software copyrights. Concurrently, through systematic training and advocacy initiatives, the Company comprehensively raises all employees' awareness and capabilities in IPR protection, solidifying the institutional and cultural foundations for innovative development.

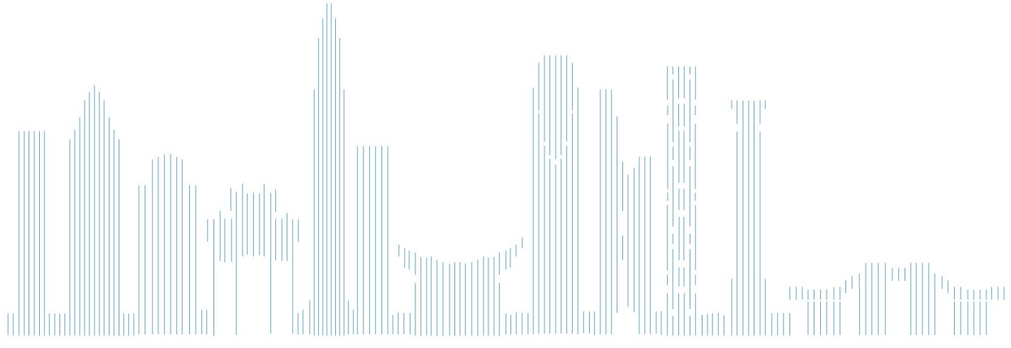
Data:

As of the end of 2025, Jinmao Services had secured 7 registered patents.

Outlook 2026

Looking ahead to 2026, Jinmao Services will remain committed to core mission of enhancing people's well-being, and deeply integrates sustainability principles into corporate strategy and operation management. The Company will focus on upgrading urban services and pursuing green, low-carbon development, while strengthening capabilities in refined operations and digital service delivery, and steadily optimizing the community environment and customer experience. Environmentally, we will further advance green operations and energy conservation and emission reduction efforts, improve resource utilization efficiency, and contribute to the development of low-carbon communities and green cities. Socially, the Company will continue to prioritize employee development and community co-development, deepen collaboration with property owners and partners, and jointly foster a safe, healthy, and harmonious living environment. Governance-wise, the Company will continue to improve ESG management system and risk management mechanisms, continuously enhancing governance transparency and corporate resilience.

Moving forward, Jinmao Services will promote sustainability practices with greater resolve. While creating long-term value for stakeholders, we will deliver an enhanced urban living experience for property owners, employees, partners, and all sectors of society.



Appendix

Indicator Index

Category and Aspect	General Disclosures and KPIs	Location
A. Environmental Aspect		
A1: Emissions	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Empowering Green Operation
	The types of emissions and respective emissions data.	Empowering Green Operation
	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g, per unit of produetion volume, per facility).	Empowering Green Operation
	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Empowering Green Operation
	Description of emission target(s) set and steps taken to achieve them.	Empowering Green Operation
	Deseription of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Empowering Green Operation
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Empowering Green Operation

Category and Aspect	General Disclosures and KPIs	Location
Aspect A2: Use of Resources	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Empowering Green Operation
	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Empowering Green Operation
	Description of energy use efficiency target(s) set and steps taken to achieve them.	Empowering Green Operation
	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Empowering Green Operation
	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable (the company belongs to a service-oriented enterprise and does not involve product packaging).
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	Practicing Green Philosophy
	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Practicing Green Philosophy
B. Social		
Employment and Labor Practices		
Aspect B1: Employment	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Protecting Employee Rights
	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.	Protecting Employee Rights
	Employee turnover rate by gender, age group and geographical region.	Protecting Employee Rights

Category and Aspect	General Disclosures and KPIs	Location
Aspect B2: Health and Safety	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating toproviding a safe working environment and protecting employees from occupational hazards.	Guarding Health and Safety
	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Guarding Health and Safety
	Lost days due to work injury.	Guarding Health and Safety
	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Guarding Health and Safety
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Promoting Employee Growth and Care
	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Promoting Employee Growth and Care
	The average training hours completed per employee by gender and employee category.	Promoting Employee Growth and Care
Aspect B4: Labor Standards	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	Protecting Employee Rights
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Protecting Employee Rights
	Description of steps taken to eliminate such practices when discovered.	Protecting Employee Rights

Category and Aspect	General Disclosures and KPIs	Location
Product Practices		
Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Creating Responsible Supply Chain
	Number of suppliers by geographical region.	Creating Responsible Supply Chain
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Creating Responsible Supply Chain
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Creating Responsible Supply Chain
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Creating Responsible Supply Chain
Aspect B6: Product General	Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Building:Quality Human Habitats
	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Responsibility Not applicable (The Company is a service-oriented business; it does not engage in product manufacturing or product recycling.)
	Number of products and service related complaints received and how they are dealt with.	Winning Customer Recognition
	Description of practices relating to observing and protecting intellectual property rights.	Protection of Intellectual Property Rights
	Description of quality assurance process and recall procedures.	Not applicable (The company is a service-oriented business; it does not engage in product manufacturing or product recycling.)
	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Winning Customer Recognition
Aspect B7: Anti-corruption	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	Uphold Business Ethics

Category and Aspect	General Disclosures and KPIs	Location
Aspect B7: Anti-corruption	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Uphold Business Ethics
	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Uphold Business Ethics
	Description of anti-corruption training provided to directors and staff.	Uphold Business Ethics
Community		
Aspect B8: Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Unleashing Community Vitality
	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Unleashing Community Vitality
	Resources contributed (e.g. money or time) to the focus area.	Unleashing Community Vitality
Part D: Climate-related Disclosures		
Governance		Addressing Climate Change
Strategy		Addressing Climate Change
Risk Management		Addressing Climate Change
Metrics and Targets		Addressing Climate Change

ESG Key Performance Table

Environmental

Indicators	Unit	2023	2024	2025
Energy consumption				
Gasoline	liter	3,062	2,252.25	2,148.00
Diesel	ton	2.89	5.78	3.18

Indicators	Unit	2023	2024	2025
Energy consumption				
Natural gas	m^3	1,789,700	3,125,821.10	2,130,516.00
Purchased electricity	KWh	156,057,400	189,120,950.27	239,220,398.11[1]
Purchased heat	GJ	14,808.43	24,745.32	25,767.45
Comprehensive energy consumption	ton of coal equivalent	21,449.27	27,142.10	33,067.96
Comprehensive energy consumption intensity	ton of coal equivalent/m^2	/	0.0014	0.0017
Comprehensive energy consumption intensity	ton of coal equivalent/ RMB 10,000 of revenue	0.08	0.09	0.09
Greenhouse gas emissions				
Greenhouse gas emissions (Scope 1)	tCO2e	3,881.22	6,781.62	4,621.22
Greenhouse gas emissions (Scope 2)	tCO2e	114,666.56	104,204.29	129,764.76
Total greenhouse gas emissions tCO2e (Scope 1+Scope 2)	tCO2e	118,547.77	110,985.91	134,385.99
Greenhouse gas emission intensity	tCO2e/m^2	/	0.0059	0.0069
Greenhouse gas emission intensity	tCO2e/RMB 10,000 of revenue	0.44	0.37	0.35
Water resource consumption				
Total water consumption	ton	1,981,600	3,051,009.65	3,543,137.59
Water resource consumption intensity	ton/m^2	/	0.16	0.18
Water resource consumption intensity	ton/RMB 10,000 of revenue	3.16	10.29	9.66
Exhaust gas emissions				
Nitrogen oxide emissions	ton	/	1.28	1.48
Waste discharge				
Total non-hazardous waste generated	kg	256,970	5,660,064.42	3,582,685.00
Intensity of non hazardous waste generated	kg/m^2	/	0.30	0.18

Indicators	Unit	2023	2024	2025
Intensity of non-hazardous waste generated	kg/RMB 10,000 of revenue	0.95	19.08	9.77
Total hazardous waste generated	kg	4,120	6,233.55	3,020
Intensity of hazardous waste generated	kg/m^2	/	0.00033	0.00016
Intensity of hazardous waste generated	kg/RMB 10,000 of revenue	0.02	0.02	0.01
Wastewater discharge				
Total sewage discharged	ton	415,552.90	2,440,807.72	2,834,510.08
Total ammonia nitrogen emissions	ton	14.14	13.18	13.95
Total COD emissions	ton	102.20	79.39	92.93

1:Due to business adjustments, the amount of purchased electricity has increased.

Social

Indicators	Unit	2023	2024	2025
Technological innovation				
Number of R&D personnel	person	/	16	13
Number of authorized patents	/	7	9	7
Customer relationship management				
Total number of customer complaints	/	5,318	7,614	10,989
Number of customer complaints per RMB million revenue	/	/	2.57	2.99

Indicators		Unit	2023	2024	2025
Customer satisfaction survey score		/	90	Residences: 86 Office buildings and other public buildings:100	90
Supplier management					
By region	Total number of suppliers	/	1,363	1,519	1,319
	South China	/	/	131	90
	East China	/	/	639	580
	North China	/	/	366	307
	Central China	/	/	145	131
	Northeast China	/	/	6	4
	Northwest China	/	/	155	116
	Southwest China	/	/	72	91
	Hong Kong, Macao, and Taiwan	/	/	5	0
Number of suppliers where the practices are being implemented	Total number of new suppliers screened using environmental standards	/	/	/	779
	Total number of new suppliers screened using social standards	/	/	/	1,054
Number of events with significant risks and impacts in the supply chain		/	/	/	0

Employment[1]

Indicators		Unit	2023	2024	2025
Employee recruitment					
Total number of employees		person	2,098	2,670	1,875
Number of dispatched workers		person	/	/	/
Number of part-time employees		person	/	/	/
Labor contract signing rate		%	100	100	100
Labor dispute cases		/	0	9	42[1]
By gender	Male	person	1,327	1,681	1,165
	Female	person	771	989	710
By rank	Senior management	person	/	10	7
	Middle management	person	/	100	268
	Grassroots employees	person	/	2,560	1,600
By age	30 years old oryounger	person	382	399	285
	31-50 years old	person	1,567	1,972	1,424
	51 years old or older	person	149	299	166
By educational background	Master's degree or higher	person	105	127	145
	Bachelor's degree	person	830	930	933
	Junior college or lower	person	1,163	1,613	797
By region	Functional personnel of the headquarters	person	179	179	162
	Beijing Central City Branch	person	507	896	547
	Shanghai Central City Branch	person	432	370	239
	Changsha Central City Branch	person	237	448	270
	Chongqing Central City Branch	person	116	93	95
	Guangzhou Central City Branch	person	207	0	0
	Nanjing Central City Branch	person	220	226	199
	Qingdao Central City Branch	person	188	167	138
	Xi’ an Central City Branch	person	/	274	145

1: The company strictly complies with national labor laws and regulations, and the disputes involved during this reporting period have been properly resolved through legal procedures.

Indicators		Unit	2023	2024	2025
By region	Huimao Building Technology (Beijing) Co., Ltd.	person	1	4	3
	Maotong Property Management (Shanghai) Co., Ltd.	person	11	13	16
	Jinmao Puyipinjia (Shanghai) Technology Co., Ltd.	person	81	105	75
By ethnic background	Employees from ethnic minorities	person	81	105	75
	Employees from the Han ethnic group	person	2,017	2,565	1,800
By Proportion of woman	Number of women in senior management	person	/	1	4
	Number of women in middle management	person	/	27	63
	Number of women among Grassroots employees	person	/	961	643
Newly hires		person	198	291	354
Number of internal transfers or internal job applications		person	/	83	37
Employee turnover rate					
Employee turnover rate		%	25.52	22.40	27.5
By gender	Male	%	25.47	22.30	28.8
	Female	%	25.61	22.60	25.4
By age	30 years old or younger	%	27.25	32.60	40.00
	31-50 years old	%	25.34	22.40	26.20
	51 years old or older	%	20.00	9.40	17.50
educational background	Master's degree or higher	%	27.20	22.00	33.10
	Bachelor's degree	%	28.13	26.30	25.80
	Junior college or lower	%	23.61	20.20	28.50
By region	Functional personnel of the headquarters	%	19.10	29.10	36.40
	Beijing Central City Branch	%	20.25	11.40	24.90
	Shanghai Central City Branch	%	25.98	18.60	19.20
	Changsha Central City Branch	%	18.84	45.80	44.10
	Chongqing Central City Branch	%	34.08	39.80	23.20

Indicators		Unit	2023	2024	2025
By region	Guangzhou Central City Branch	%	38.39	/	/
	Nanjing Central City Branch	%	34.12	23.50	24.60
	Qingdao Central City Branch	%	14.73	21.00	34.80
	Xi' an Central City Branch	%	/	7.30	20.00
	Huimao Building Technology (Beijing) Co., Ltd.	%	/	50.00	66.70
	Maotong Property Management (Shanghai) Co., Ltd.	%	/	0	6.30
	Jinmao Puyipinjia (Shanghai) Technology Co., Ltd.	%	/	/	8.20

Employee training[1]

Indicators		Unit	2023	2024	2025
Total number of trainees		person	2,098	2,670	1,875
By gender	Male	person	1,327	1,681	1,165
	Female	person	771	989	710
By rank	Senior management	person	/	10	7
	Middle management	person	/	100	268
	Grassroots employees	person	/	2,560	1,600
Total training hour		hour	33,069	120,150	90,000
By gender	Male	hour	21,494.85	75,695	55,920
	Female	hour	11,574.15	44,455	34,080
By rank	Senior management	hour	1,420	481	1,782
	Middle management	hour	7,834	5,767	14,036
	Grassroots employees	hour	23,815	113,902	74,182
By region	Functional personnel of the headquarters	hour	/	11,824	10,016
	Beijing Central City Branch	hour	/	39,819	20,057

Indicators		Unit	2023	2024	2025
By region	Shanghai Central City Branch	hour	/	16,275	17,164
	Changsha Central City Branch	hour	/	22,896	13,400
	Chongqing Central City Branch	hour	/	4,278	4,392
	Guangzhou Central City Branch	hour	/	0	0
	Nanjing Central City Branch	hour	/	10,170	12,024
	Qingdao Central City Branch	hour	/	7,682	6,248
	Xi' an Central City Branch	hour	/	6,424	6,035
	Huimao Building Technology (Beijing) Co., Ltd	hour	/	184	138
	Maotong Property Management (Shanghai) Co., Ltd.	hour	/	598	526
Total investment in employee training		RMB 10,000	118.34	136.70	223.40[1]
Employee training investment per RMB million revenue RMB 10,000		RMB 10,000	/	0.05	0.06

1: In 2025, the Company continued to increase its investment in people development to support business growth and enhance employee capabilities.

Employee occupational health and safety

Indicators	Unit	2023	2024	2025
Total participants of employee safety training	/	/	157,651	67,535
Total hours of employee safety training	hour	/	11,350	54,047
Employee safety training coverage rate	%	/	100	100
Total employee safety training sessions	/	5,062	4,626	4,275
Number of safety emergency drills	/	/	4,822	5,304
Number of work-related Injuries——employees	/	/	3	/
Number of work-related injuries - contractors	/	/	0	/
Hours lost due to work-related injuries — employees	hour	/	52	/
Hours lost due to work-related injuries — contractors	hour	/	0	/

Indicators	Unit	2023	2024	2025
Total Recordable Incident Rate (TRIR) for 200,000 working hours — employees	%	/	1.97	/
Total Recordable Incident Rate (TRIR) for 200,000 working hours — contractors	%	/	0	/
Number of occupational patients	person	/	0	0
Number of work-related fatalities — employees	person	0	0	0
Number of work-related fatalities — contractors	person	/	0	0

Employee Well-being and Communication

Indicators	Unit	2023	2024	2025
Number of employees in need of assistance	person	/	11	7
Number of employees in need of assistance per RMB million revenue	people/ RMB million of revenue	/	0.0037	0.0019
Employee satisfaction	%	90.80	/	/

Community investment

Indicators	Unit	2023	2024	2025
Educational investment	RMB 10,000	15	/	/
Investment in agricultural products from target assistance regions	RMB 10,000	32.27	50.31	/
Community investment	RMB 10,000	/	0.2	/
Number of employees participating in public welfare/volunteer activities	person	/	2,600	2,564
Number of hours per employee participating in public welfare volunteer activities	hour	/	260	256
Local employees recruited cumulatively	person	969	1,147	849
Local employees recruited during the reporting period	person	49	100	97

Governance

Indicators	Unit	2023	2024	2025
Number of Board members	person	8	8	8
Average tenure of Board members	year	/	1.7	2.7
Proportion of independent Board Directors	%	37.5	37.5	37.5
Age standard deviation of the Board of Directors and senior management	/	/	9.4	8.4
Proportion of female Board directors	%	37.5	25	25
Number of Board meetings held	/	5	5	4
Attendance rate of Board members	%	/	97.5	100
Proportion of independent Board directors in the Remuneration and Nomination Committee	%	/	67	67
Proportion of independent Boarddirectors in the Audit Committee	%	/	67	67
Number of Audit Committee meetings	/	/	3	3

Business ethics

Indicators	Unit	2023	2024	2025
Total number of corruption lawsuits filed and resolved	/	/	0	0
Number of participants receiving anti-corruption policy training for employees [1]	/	4,491	5,623	1,875
Percentage of employees receiving anti-corruption policy training	%	/	20.7	100
Number of senior management receiving anti-corruption policy training	person	/	/	268
Percentage of senior management receiving anti-corruption policy training	%	/	/	100
Number of employees receiving anti-monopoly and fair competition training	person	4	10	7
Percentage of employees receiving anti-monopoly and fair competition training	%	/	100	100

1: The units for both the 2023 and 2024 data for this indicator are “number of participants.”

Indicators	Unit	2023	2024	2025
Number of employees receiving anti-monopoly and fair competition training	person	/	2,670	1,875
Percentage of employees receiving anti-monopoly and fair competition training	%	/	100	100
Number of senior management receiving anti-monopoly and fair competition training	person	/	10	7
Percentage of senior management receiving anti-monopoly and fair competition training	%	/	100	100

Assurance Statement

TÜV NORD (Hangzhou) Co., Ltd. (hereinafter referred to as "TNHZ") was entrusted by Jinmao Property Services Co., Ltd (hereinafter referred to as "Jinmao Services" or "the Company") to conduct an independent third-party assurance of Jinmao Services' 2025 Environmental, Social and Governance (ESG) Report (abbreviated as "the ESG Report").

Jinmao Services is responsible for collecting, analyzing, summarizing, and disclosing the information mentioned in the Report. TNHZ carried out this work (Report Assurance) within the scope of authority recognized in the agreement with Jinmao Services. Jinmao Services is the designated user of this statement.

This statement is based on Jinmao Services' 2025 ESG Report, and Jinmao Services is responsible for the integrity and authenticity of the information and data in the Report.

User of Assurance Statement

This Assurance Statement is provided to all stakeholders of Jinmao Services.

Assurance Scope

- Key sustainability performance and related information disclosed in the report for the fiscal year 2025;
- Evaluate the management processes such as collection, analysis, and assurance of the data and information involved in the report.

The on-site assurance conducted from March 30th to March 31st, 2026.

Assurance Limitations

- The financial data in this report is derived from the Company's Annual Report, which have been independently audited by another third party. This assurance does not include re-verifying this data;
- This verification only performed sampling verification on the greenhouse gas emission data sources and did not conduct a comprehensive verification of greenhouse gas emissions;
- This verification only sampled some of the original data sources for performance data and did not conduct a comprehensive verification of all data sources.

Assurance Method

- The assurance process includes the following activities:
- Evaluate the documentary information provided by Jinmao Services;
- Interview with the management of relevant departments of Jinmao Services and the person who collected information;
- Check the public information released on relevant websites and by the media and verify the relevant data and information in the Report through sampling.

Assurance Guidelines

- Appendix C2 "Environmental, Social and Governance Reporting Code" of the 'Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited;
- the National Standard Guidelines for Social Responsibility Reporting (GB/T 36001-2015);
- TNHZ Report Assurance Implementation Rules SC-P-A015 Rev.00.

Assurance Standard and Level

AccountAbility "AA1000 Assurance Standard" (V3): Type 2, Moderate Level of Assurance..

Assurance Conclusion

The 2025 ESG Report prepared by Jinmao Services objectively reflects the Company's progress and performance in environmental, social, and governance aspects during 2025. The data presented in the report is reliable and objective, and TNHZ found no systematic or material errors.

- **Inclusivity**: The company has identified eight major categories of stakeholder groups, including government/regulatory authorities, shareholders/investors, customers/owners, and suppliers. Through various channels, it promptly understands their concerns and expectations

Jinmao Property Services Co., Limited

TÜVNORD

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and integrates them into the company's business activities.

- **Materiality:** The company's ESG working group, taking into account internal opinions and external stakeholder communications, assessed materiality issues based on two dimensions: "Significant to the Company's sustainable development" and "Influence on stakeholders' decisions and assessments." As a result, it identified 28 material issues, including "Compliant operations," "Addressing climate change," and "Customer satisfaction," and developed a materiality matrix.
- **Responsiveness:** The report comprehensively addresses the company's efforts in the environmental, social, and governance areas during the reporting period through the presentation of five chapters—such as "Care· Talent Cultivation" and "Determination Green Development"—along with the quantitative data shown in the ESG key performance table.
- **Impact:** The Company systematically identifies the various impacts of its activities, products, or services on stakeholders, society, and the environment, fully considers them in stakeholder engagement and periodic materiality assessment processes, and transmits the relevant ESG impacts to the supply chain.

Suggestions for Improvement

Through the assurance and evaluation activities, we have put forward relevant suggestions for improvement regarding Jinmao Services' practices and management in sustainable development, all of which have been stated in the "Assurance Report" and submitted to Jinmao Services' management for their reference in continuous improvement.

Special Statement

Excluded in this assurance statement:

- Activities other than information disclosure.
- Statements regarding the standpoint, viewpoints, beliefs, goals, future development directions, and commitments of Jinmao Services.

Statement of Independence and Competence

TÜV NORD is a world-leading certification body with branches in more than 100 countries around the world. It provides inspection, testing and verification services, including management system and product certification; audits and training in the aspects of quality, environment, society and compliance; assurance of environmental, social responsibility and sustainability reports.

As TÜV NORD's independent member organization in China, TNHZ ensures that there is no conflict of interest with Jinmao Services, its branches, or its stakeholders in carrying out this assurance process for the sustainability report. The assurance team is composed of experts with extensive experience and professional technical competence, conducting the assurance activities in accordance with TNHZ's internal procedure documents and global compliance policy requirements. All information in this report was provided by Jinmao Services and TNHZ did not participate in the report preparation process.

Signature

On Behalf of TÜV NORD (Hangzhou) Co., Ltd.

Jack Yeh:

Sustainable Development Authorized Signatory/Executive Director and

CEO of TÜV NORD Greater China

Date: April 16th, 2026 Shanghai

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Note: In case of conflict between the Chinese and English versions of this statement, please refer to the Chinese version.

Jinmao Property Services Co., Limited

Feedback

Dear Stakeholder,

Thank you very much for taking the time to read this report. We conduct this survey to gain a deeper understanding of your expectations and needs regarding Jinmao Services' ESG management and information disclosure, and to continuously improve our ESG performance. We sincerely invite you to participate, as your views and insights are of great importance to us. We truly appreciate your valuable comments and suggestions.

1. In relation to Jinmao Services, what is your role?

☐ Government / Regulator ☐ Shareholder / Investor ☐ Customers/Owners ☐ Employee ☐ Suppliers and Partners

☐ Social Organizations ☐ Community ☐ News Media ☐ Other (Please specify)

2. Overall, how satisfied are you with this year's report?

☐ Yse ☐ No ☐ Fair

3. Has all the information you care about been adequately covered in this year's report?

☐ Yse ☐ No ☐ Fair

4. What are your expectations or suggestions for our ESG report to be compiled and published next year?

☐ Innovative report themes ☐ Innovative structure and approach ☐ A clear logical thread ☐ Expand the scope of application of ESG standards

☐ A more user-friendly reading interface ☐ A more approachable and reader-friendly language style ☐ Other (Please specify)

5. Do you have any suggestions or expectations for our ESG initiatives?

☐ Develop long-term ESG management plans ☐ Strengthen the setup of ESG governance structures ☐ Conduct extensive external communications

☐ Plan new impactful public welfare initiatives ☐ Other (Please specify)

Jinmao Property Services Co., Limited